

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
220001	HEALTHALLIANCE HOSPITALS, INC	60 HOSPITAL ROAD
220002	MOUNT AUBURN HOSPITAL	330 MOUNT AUBURN STREET
220008	STURDY MEMORIAL HOSPITAL	211 PARK STREET
220010	LAWRENCE GENERAL HOSPITAL	ONE GENERAL STREET
220011	CAMBRIDGE HEALTH ALLIANCE	1493 CAMBRIDGE STREET
220012	CAPE COD HOSPITAL	88 LEWIS BAY ROAD
220015	COOLEY DICKINSON HOSPITAL INC,THE	30 LOCUST STREET
220016	BAYSTATE FRANKLIN MEDICAL CENTER	164 HIGH STREET
220017	CARNEY HOSPITAL	2100 DORCHESTER AVENUE
220019	HARRINGTON MEMORIAL HOSPITAL	100 SOUTH STREET
220020	SAINT ANNE'S HOSPITAL	795 MIDDLE STREET
220024	HOLYOKE MEDICAL CENTER	575 BEECH STREET
220029	ANNA JAKUES HOSPITAL	25 HIGHLAND AVENUE
220030	WING MEMORIAL HOSPITAL AND MEDICAL CENTER	40 WRIGHT STREET
220031	BOSTON MEDICAL CENTER CORPORATION	1 BOSTON MEDICAL CENTER PLACE
220033	BEVERLY HOSPITAL CORPORATION	85 HERRICK STREET
220035	NORTH SHORE MEDICAL CENTER	81 HIGHLAND AVENUE
220036	ST ELIZABETH'S MEDICAL CENTER	736 CAMBRIDGE STREET

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Address 2	Address 3	City	State
		LEOMINSTER	MA
		CAMBRIDGE	MA
		ATTLEBORO	MA
		LAWRENCE	MA
		CAMBRIDGE	MA
		HYANNIS	MA
		NORTHAMPTON	MA
		GREENFIELD	MA
		BOSTON	MA
		SOUTHBRIDGE	MA
		FALL RIVER	MA
		HOLYOKE	MA
		NEWBURYPORT	MA
		PALMER	MA
		BOSTON	MA
		BEVERLY	MA
		SALEM	MA
		BRIGHTON	MA

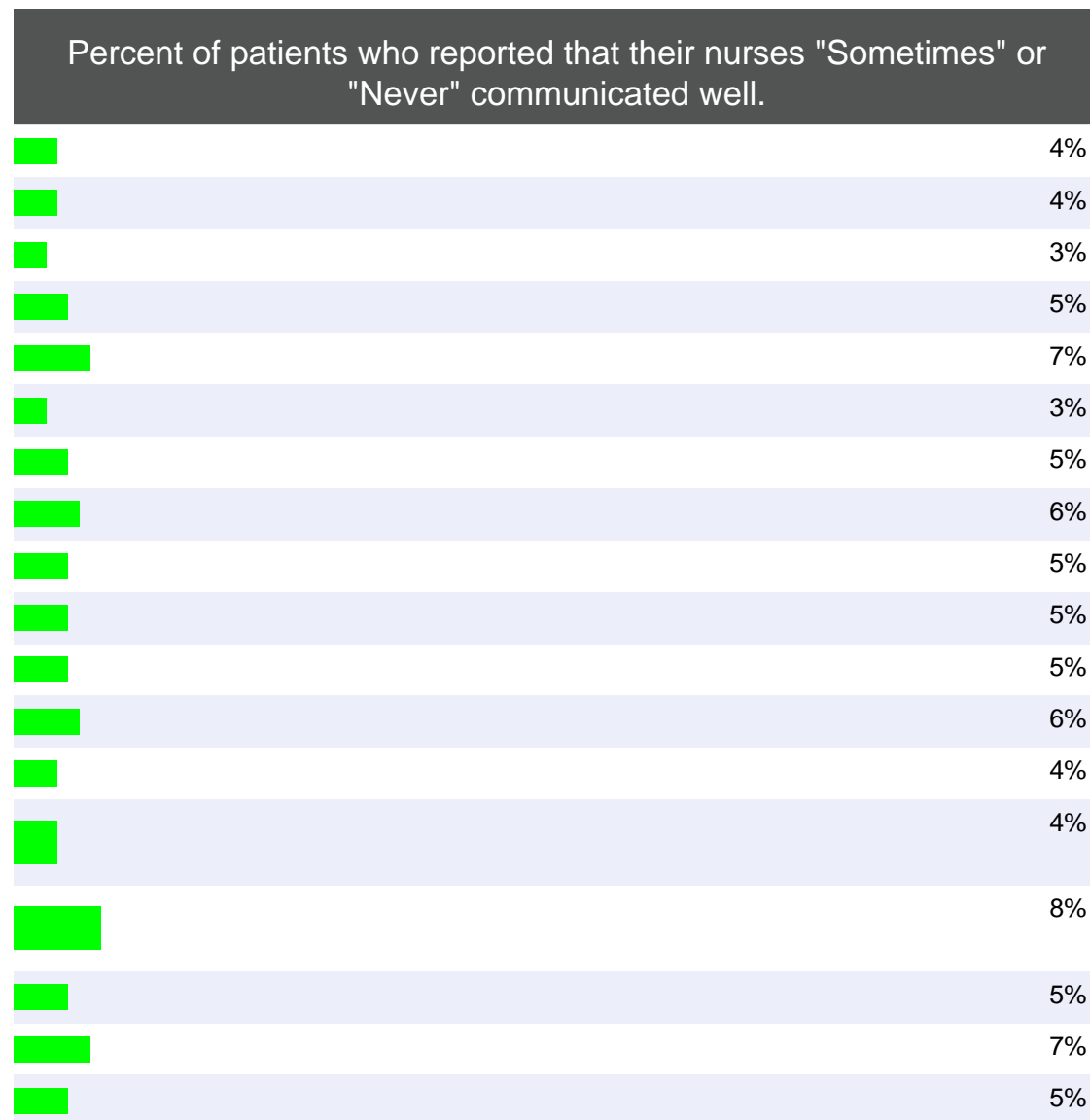
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ZIP Code	County Name	Phone Number
01453	WORCESTER	9784662000
02138	MIDDLESEX	6174923500
02703	BRISTOL	5082225200
01842	ESSEX	9786834000
02138	MIDDLESEX	6176652300
02601	BARNSTABLE	5087711800
01060	HAMPSHIRE	4135822000
01301	FRANKLIN	4137730211
02124	SUFFOLK	6175062000
01550	WORCESTER	5087659771
02721	BRISTOL	5086745600
01040	HAMPDEN	4135342500
01950	ESSEX	9784631000
01069	HAMPDEN	4132837651
02118	SUFFOLK	6176388000
01915	ESSEX	9789223000
01970	ESSEX	9787411215
02135	SUFFOLK	6177893000

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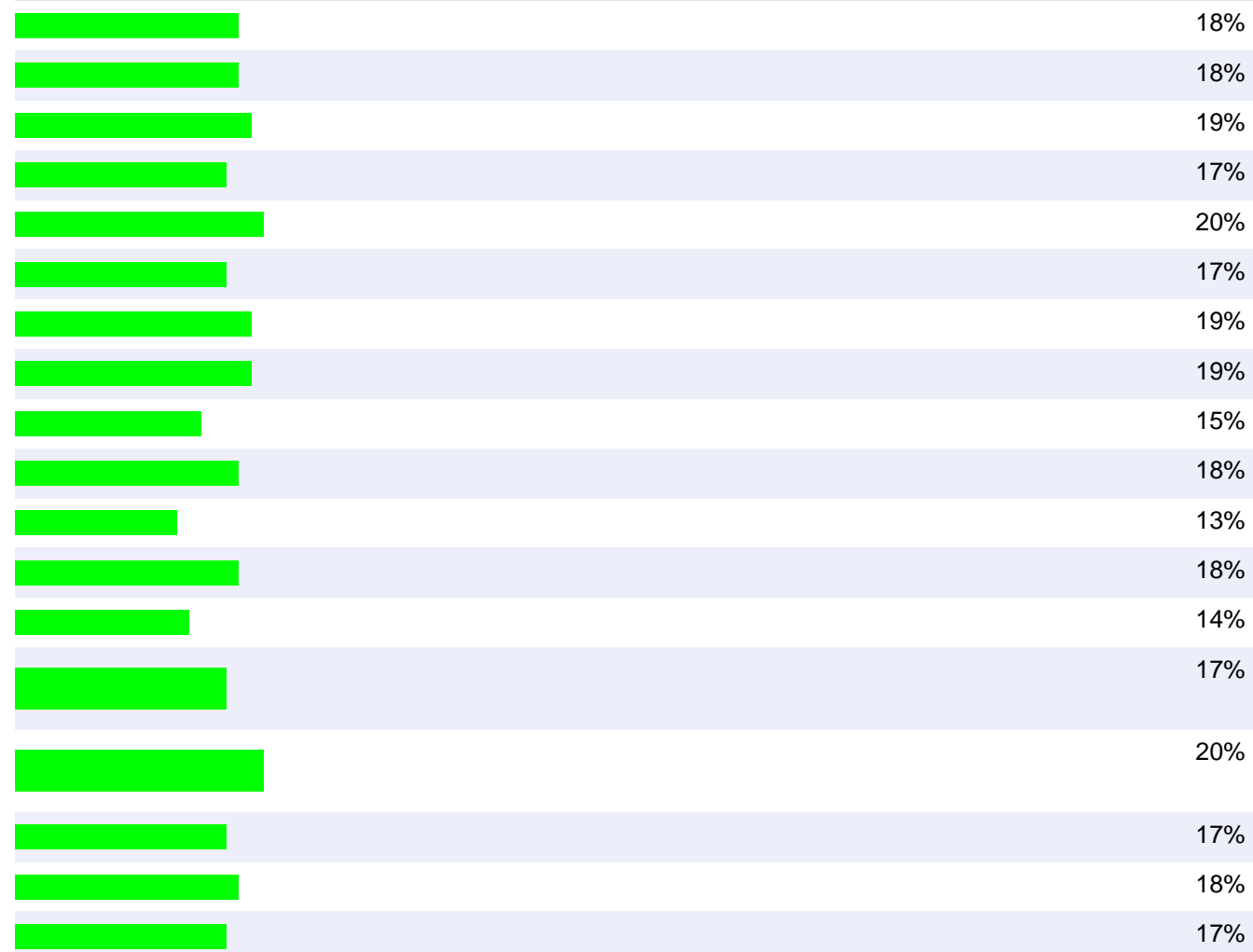
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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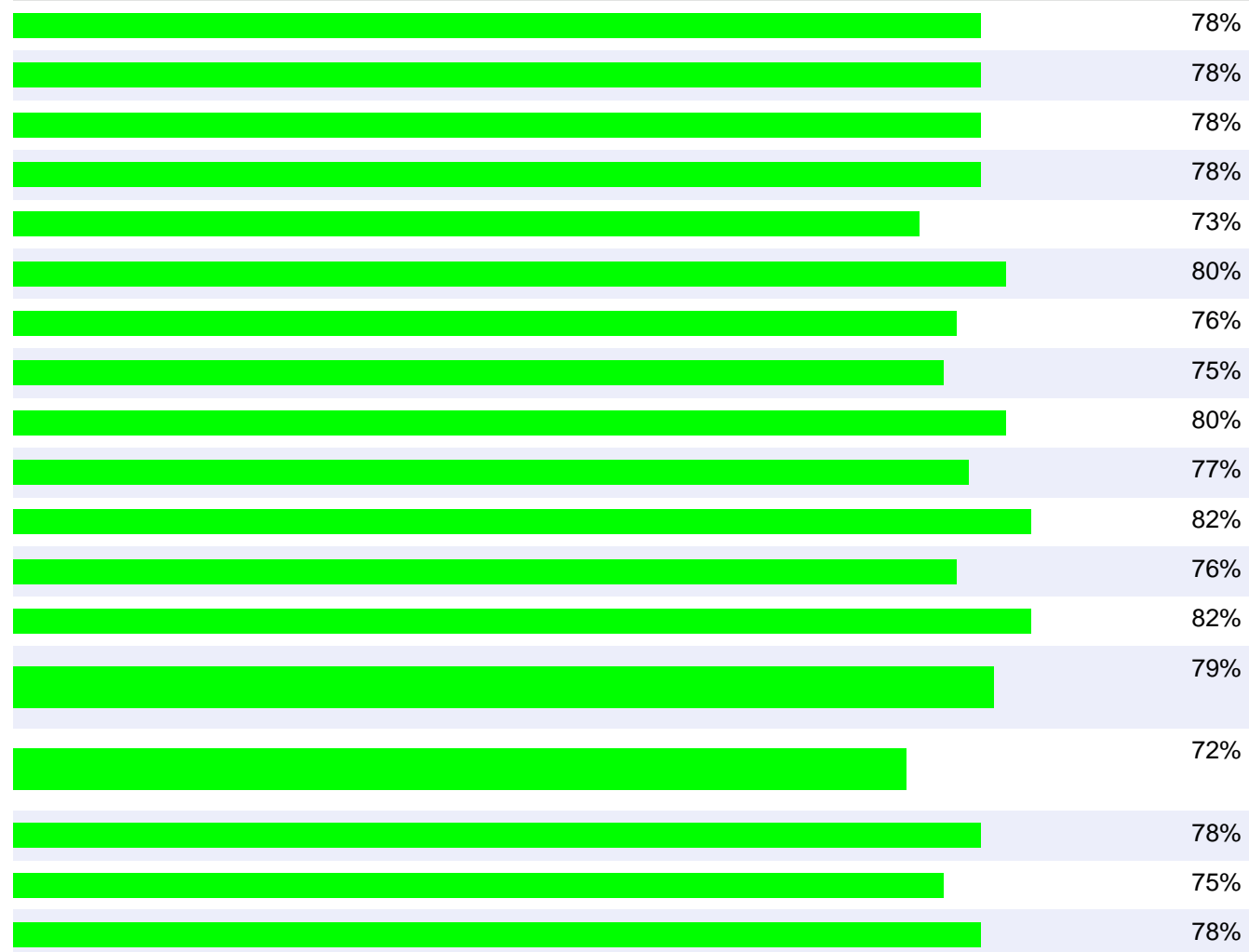
Percent of patients who reported that their nurses "Usually" communicated well.



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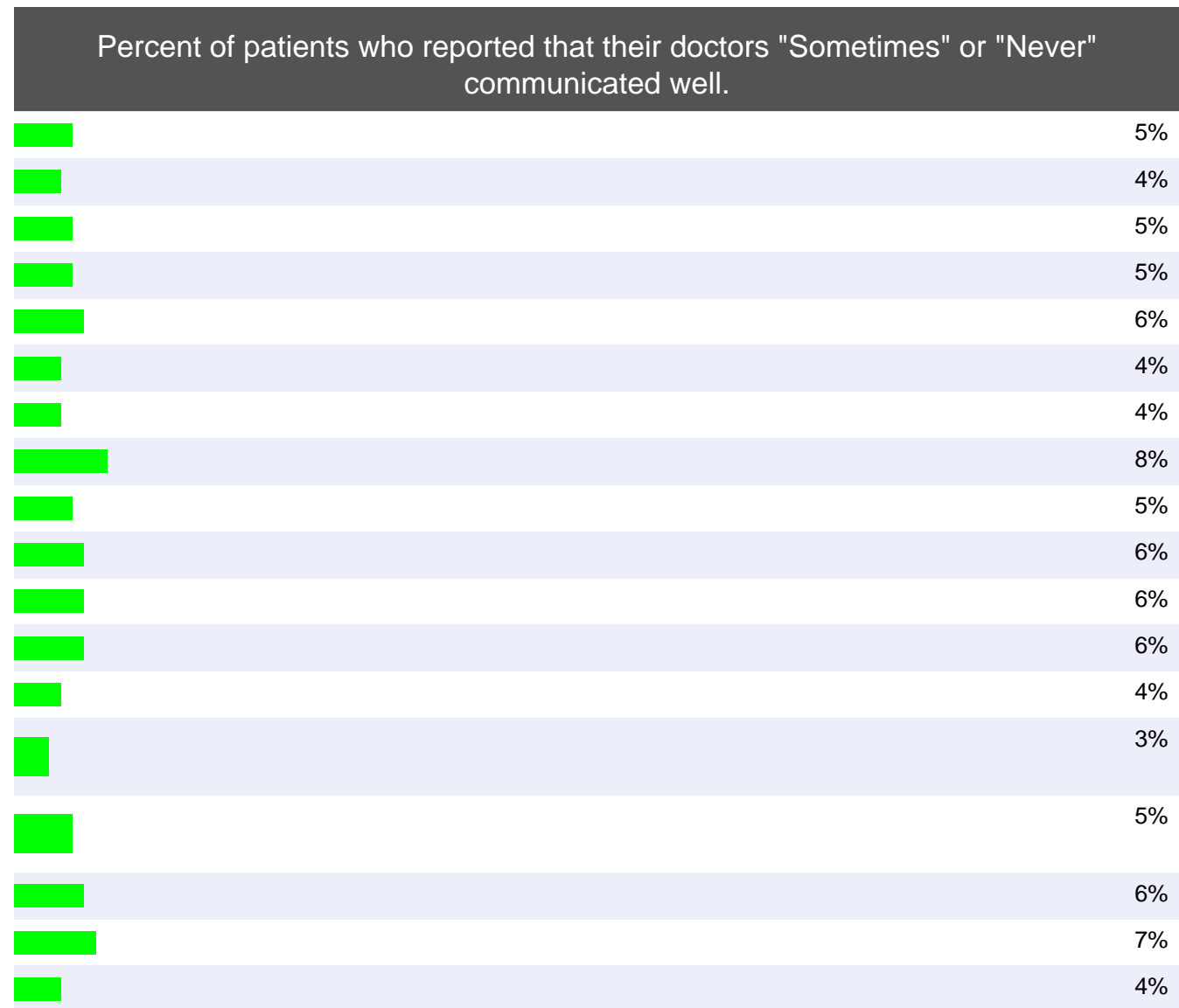
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



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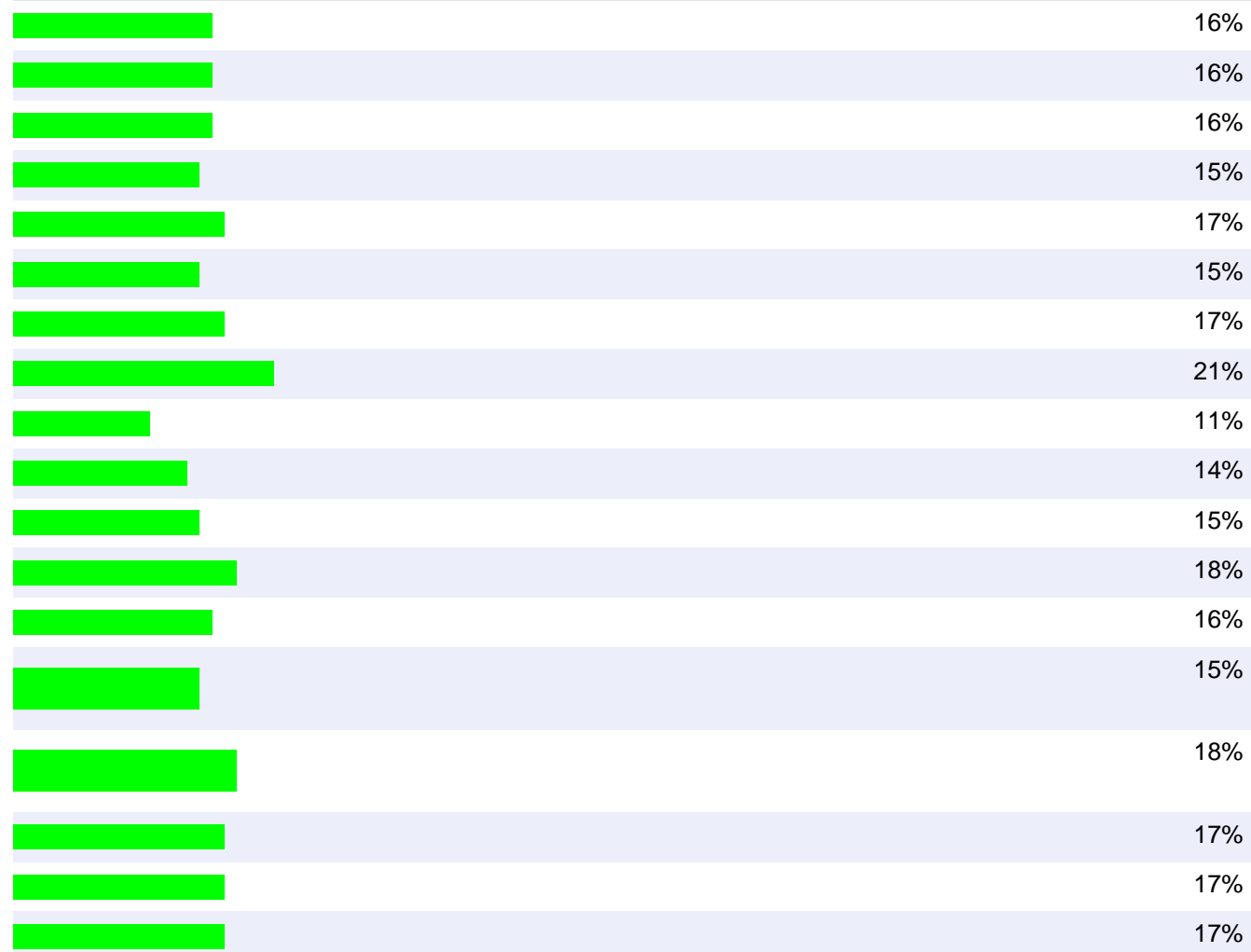
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

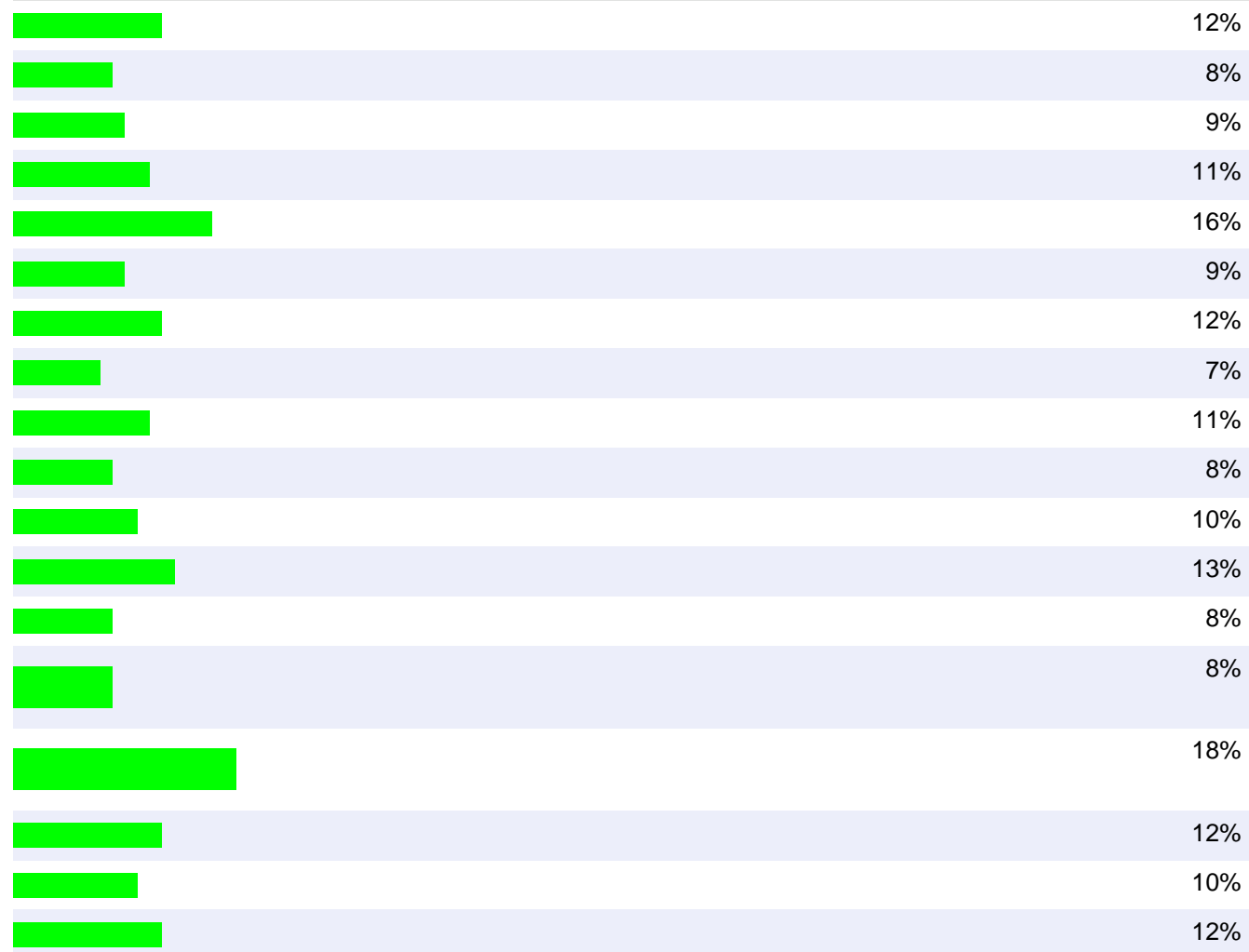
Percent of patients who reported that their doctors "Always" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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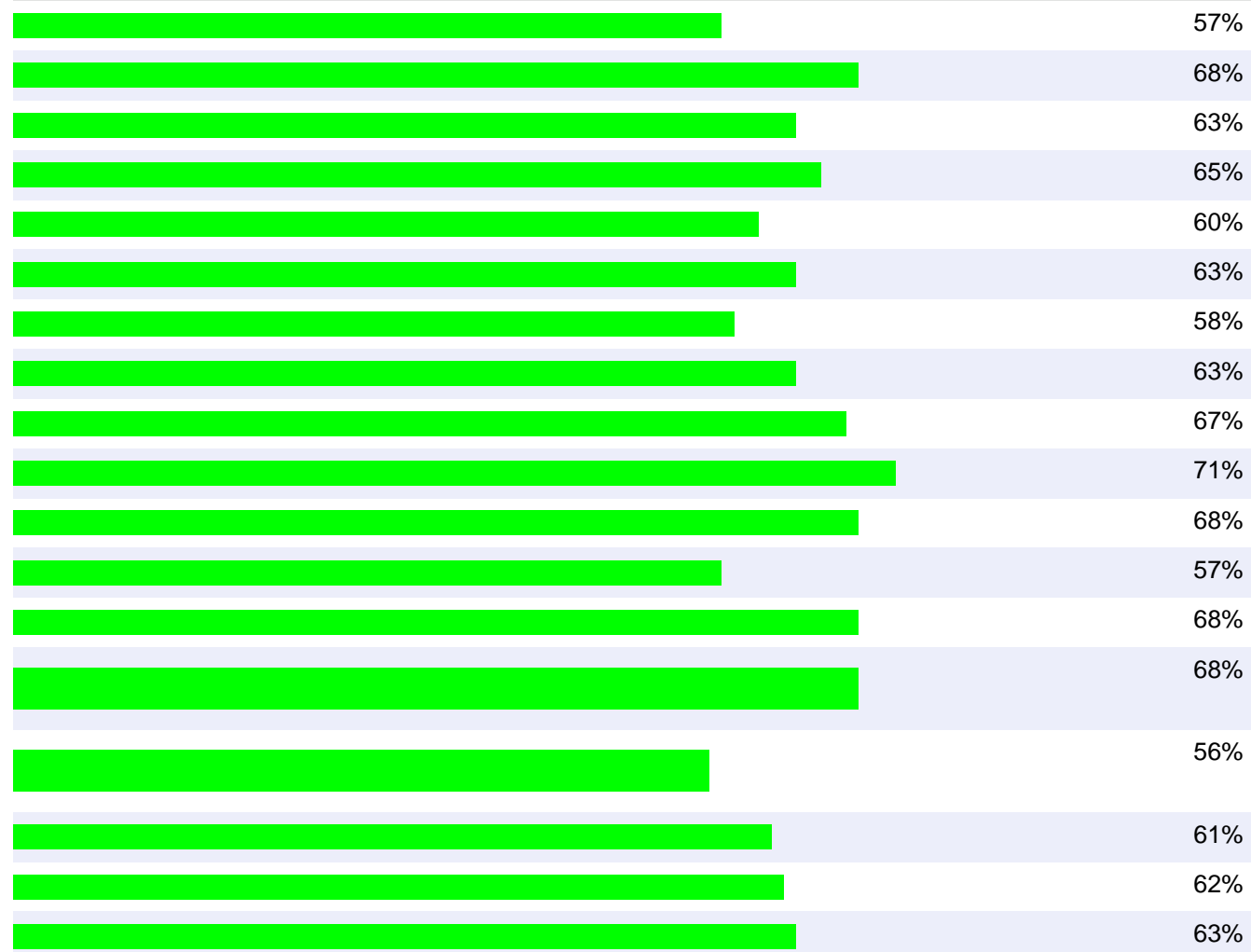
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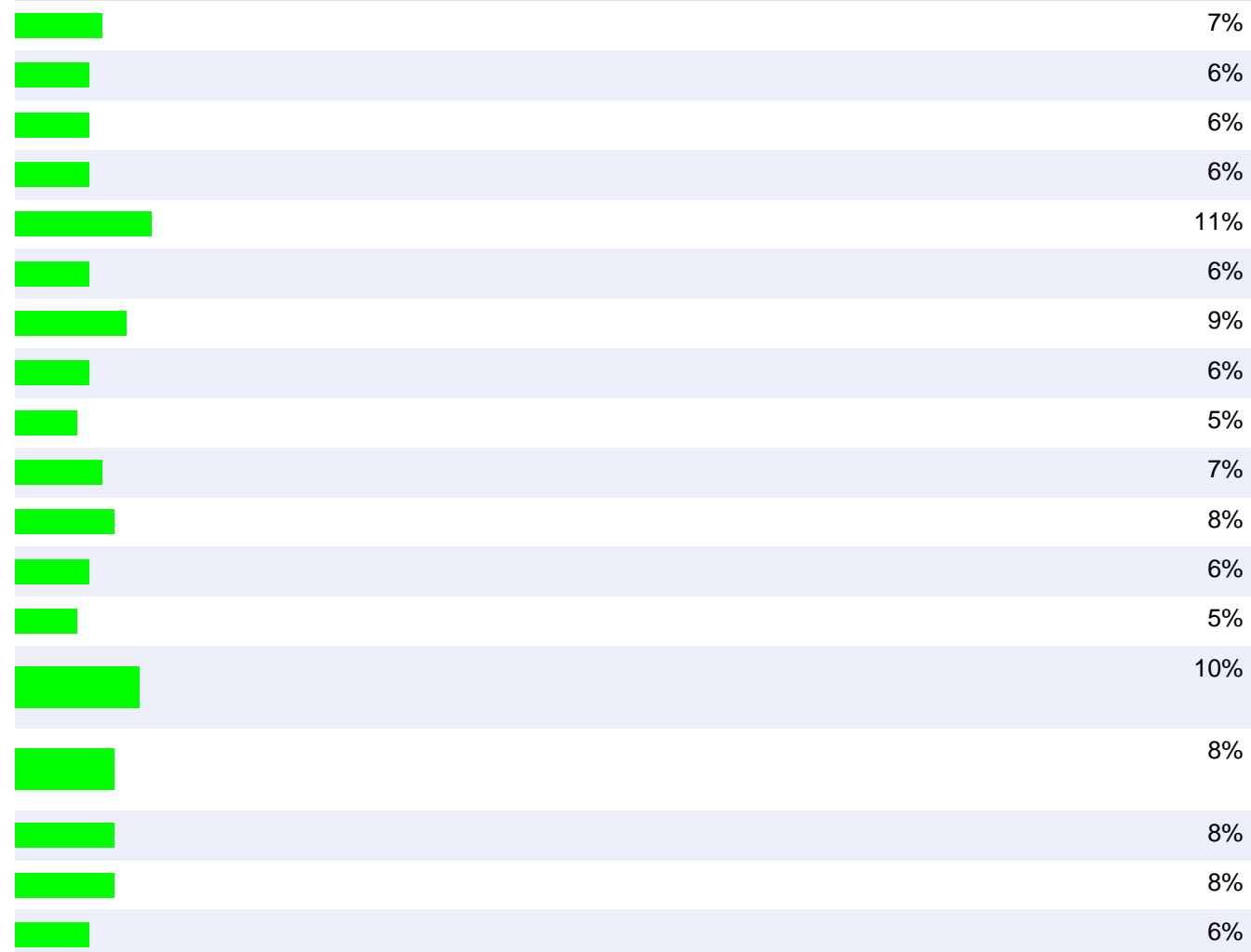
Percent of patients who reported that they "Always" received help as soon as they wanted.



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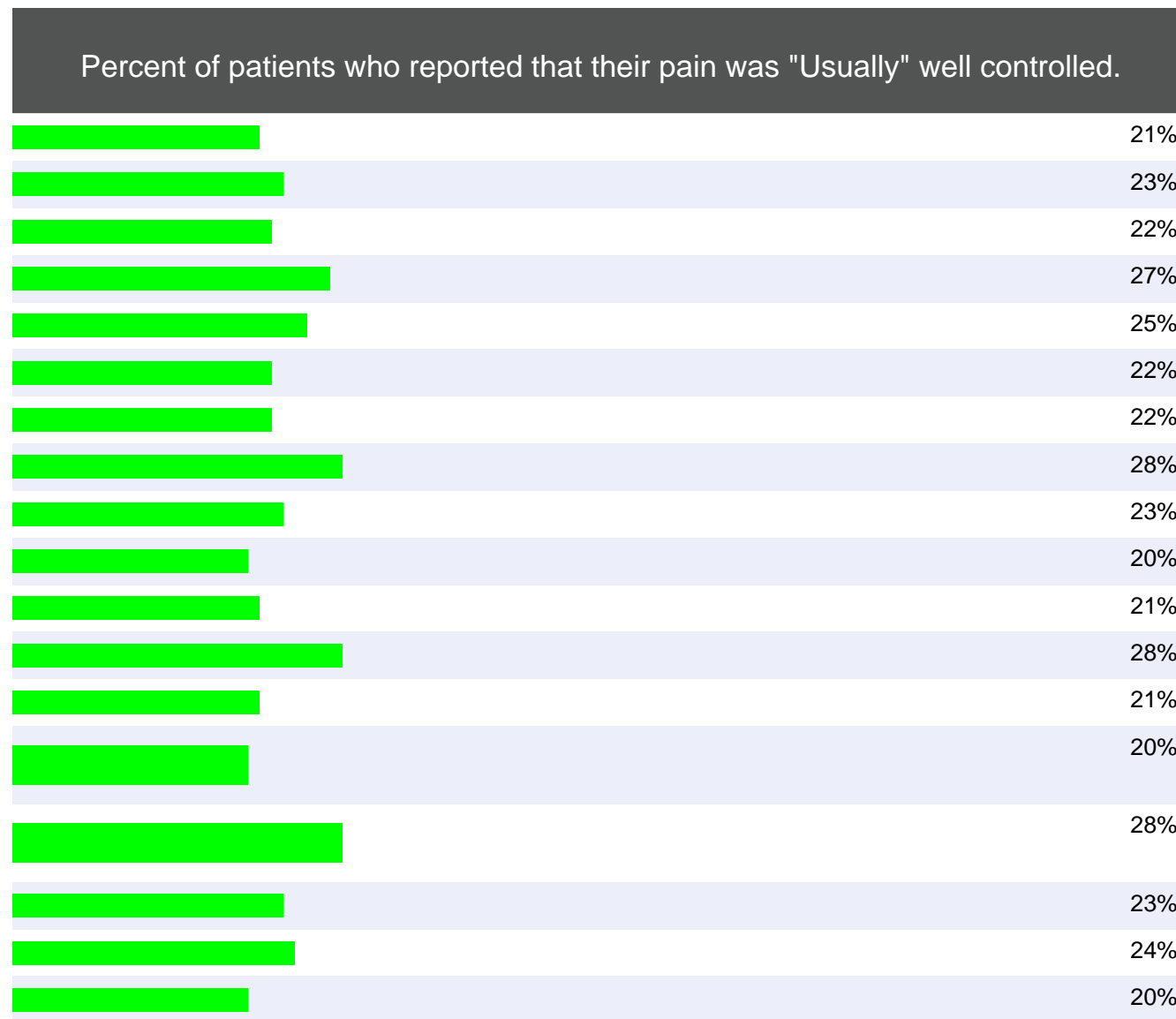
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



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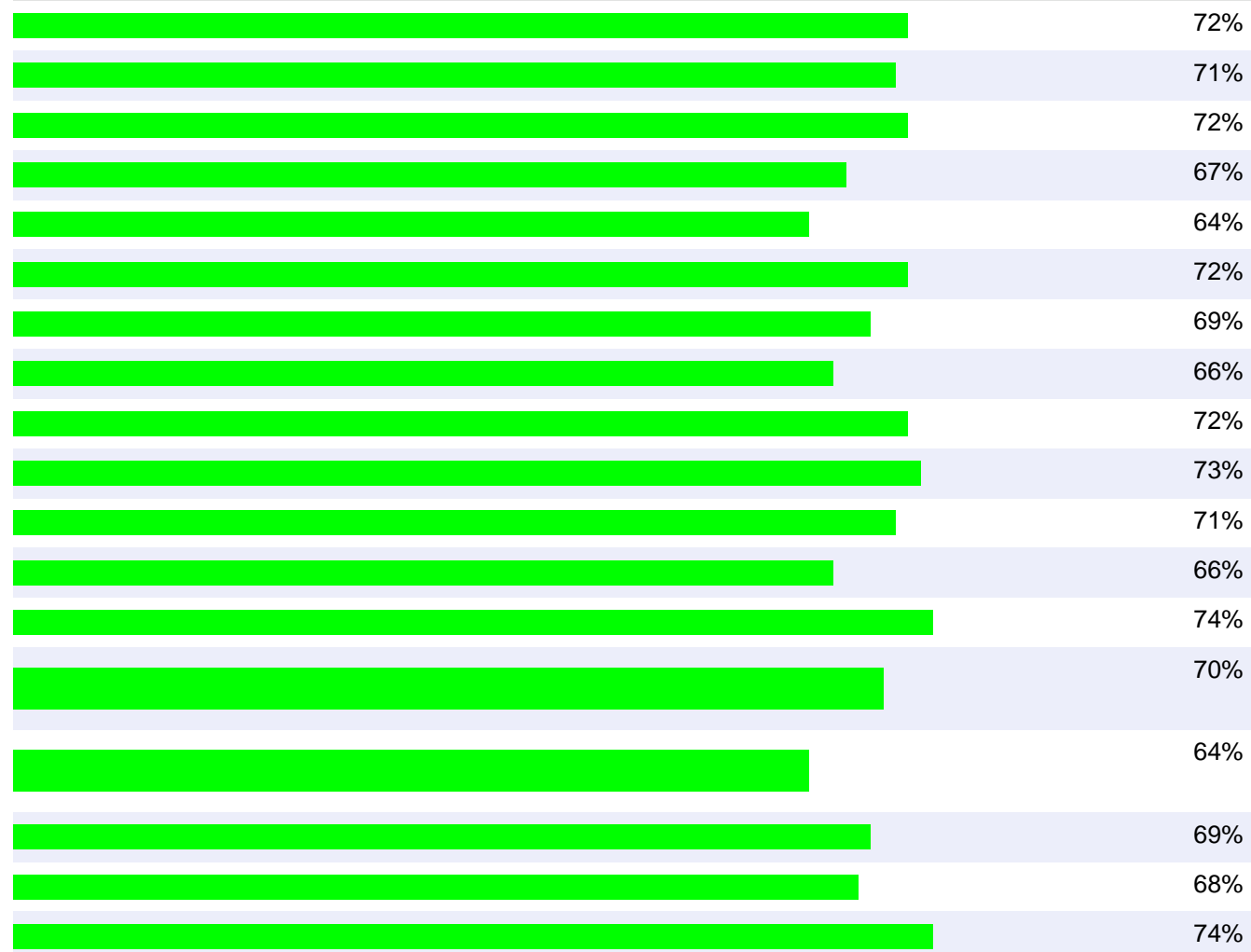
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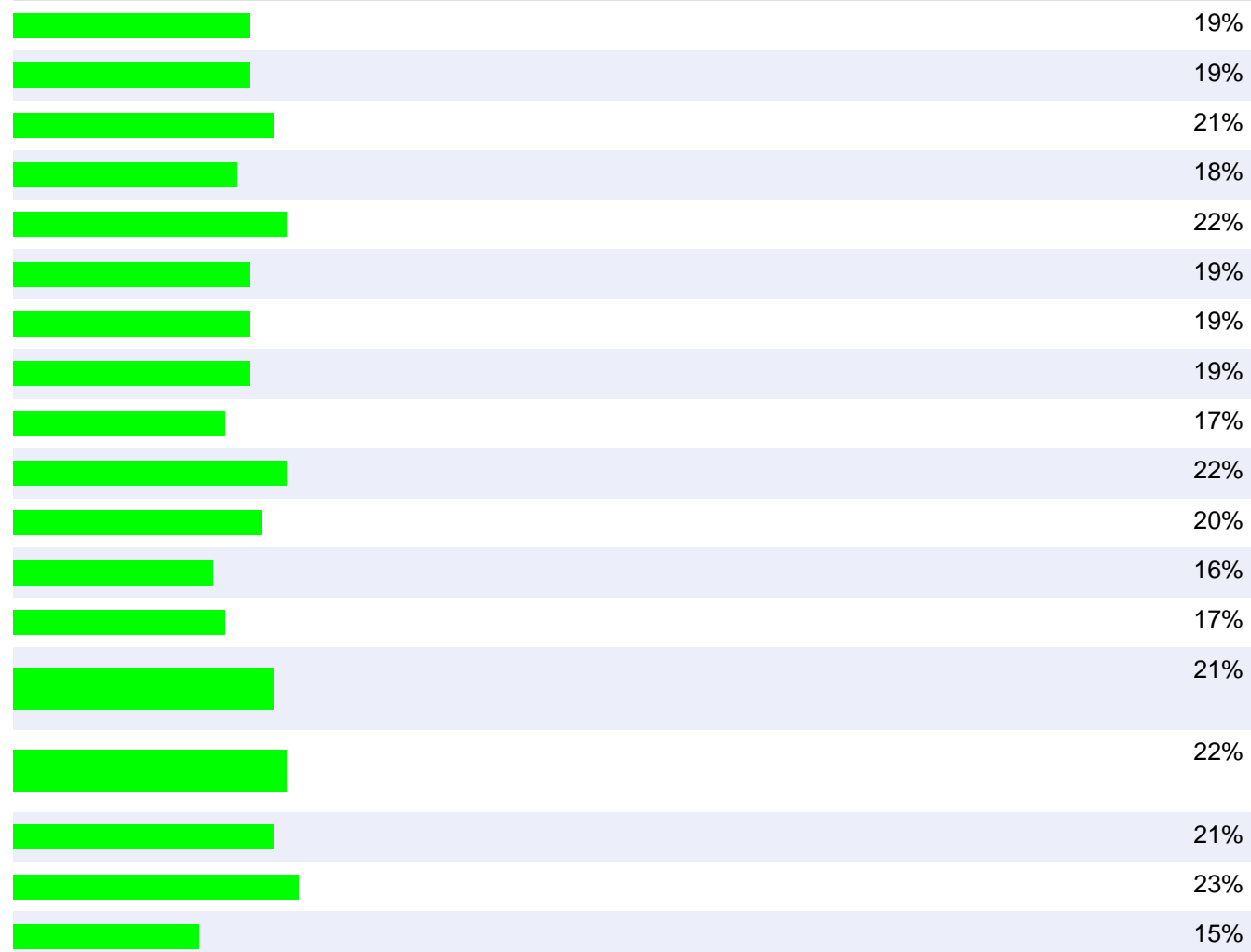
Percent of patients who reported that their pain was "Always" well controlled.



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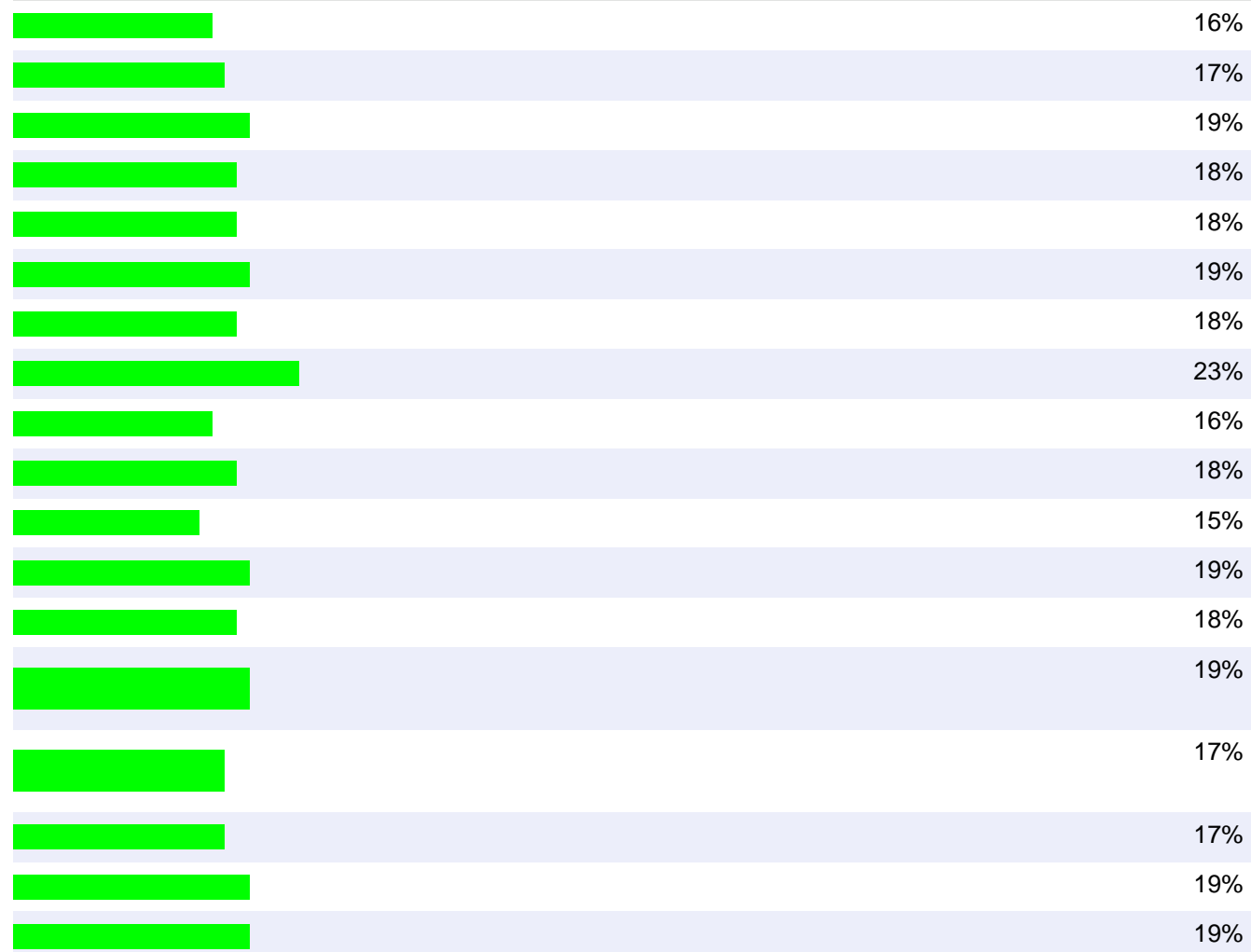
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



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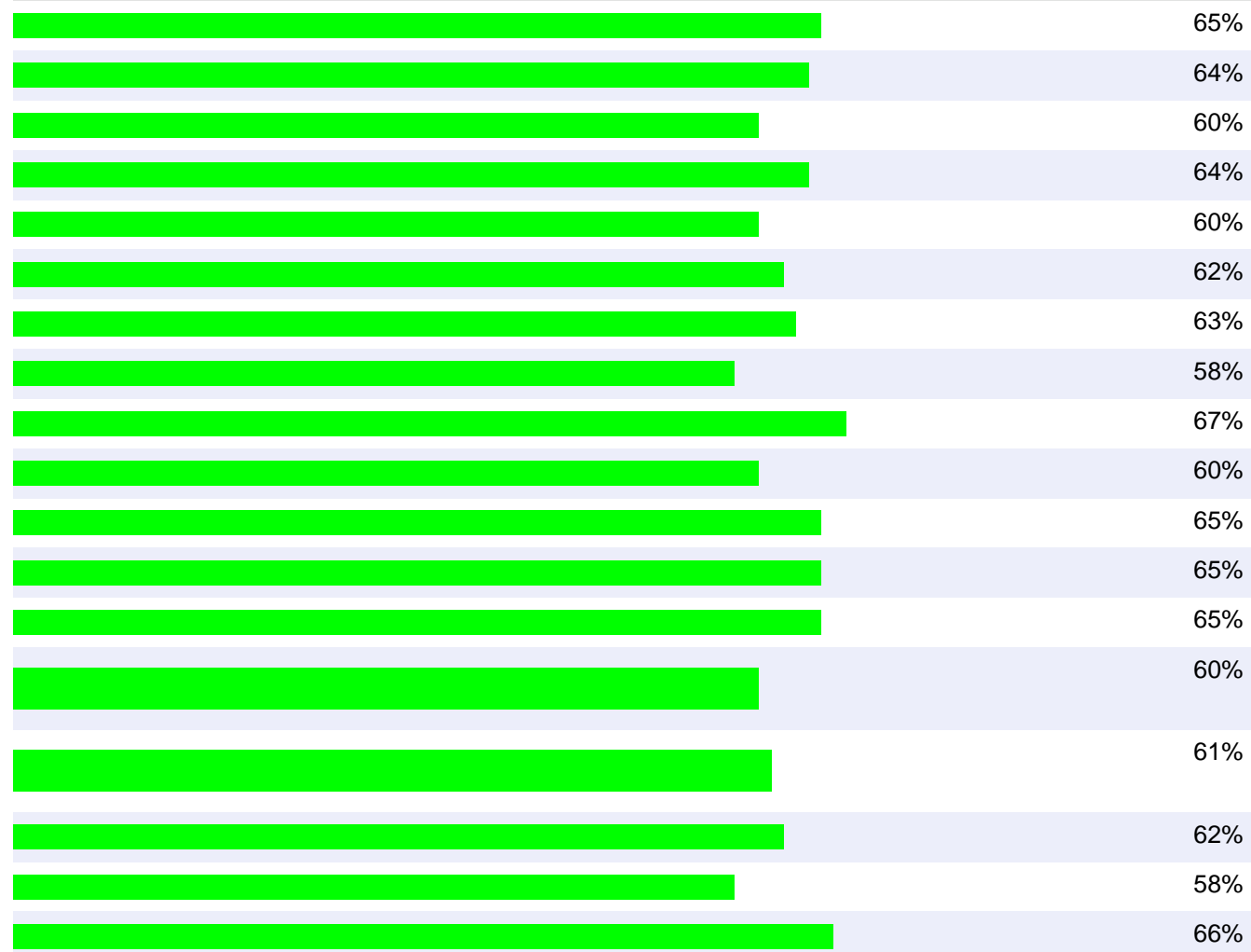
Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

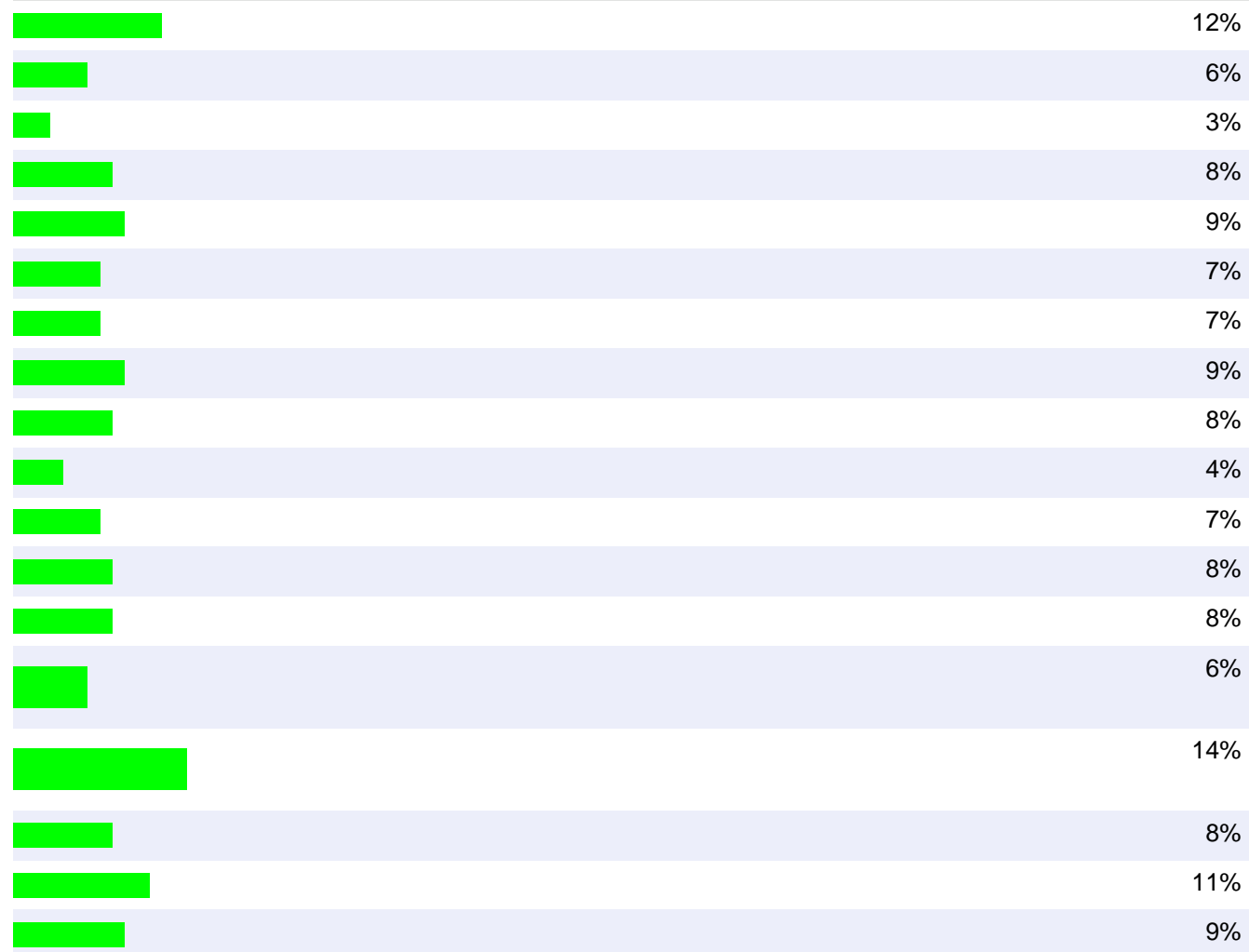
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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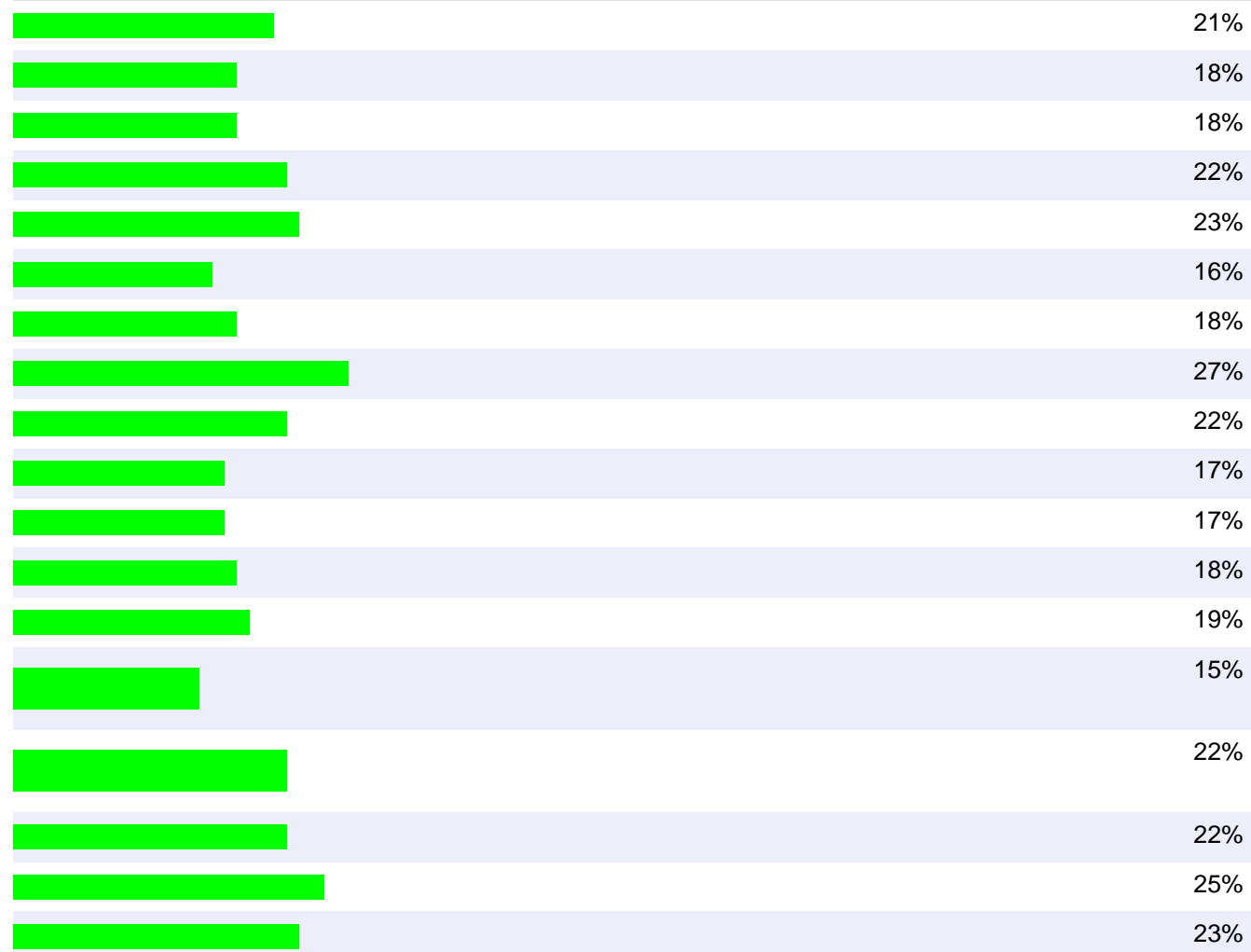
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Percent of patients who reported that their room and bathroom were "Usually" clean.



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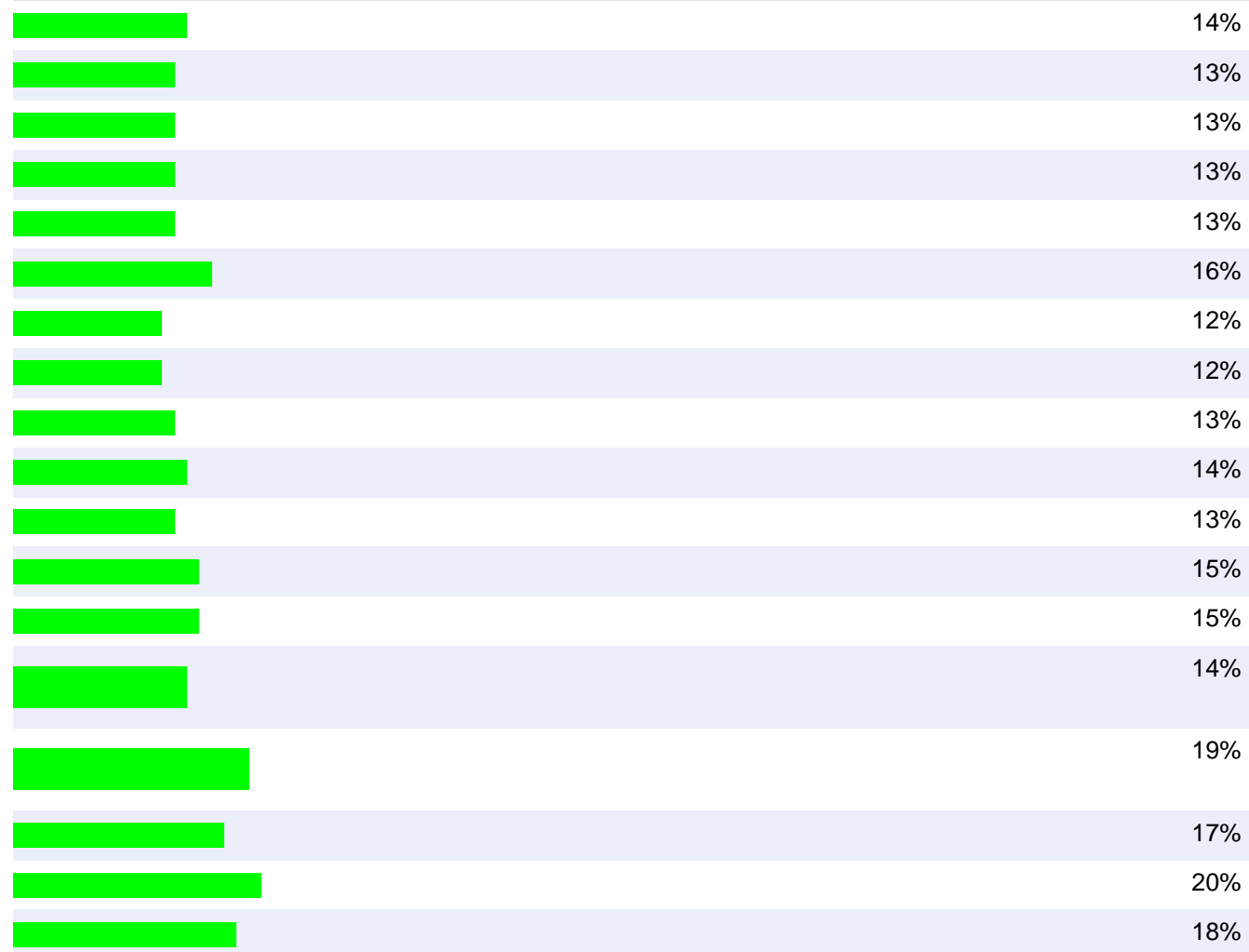
Percent of patients who reported that their room and bathroom were "Always" clean.



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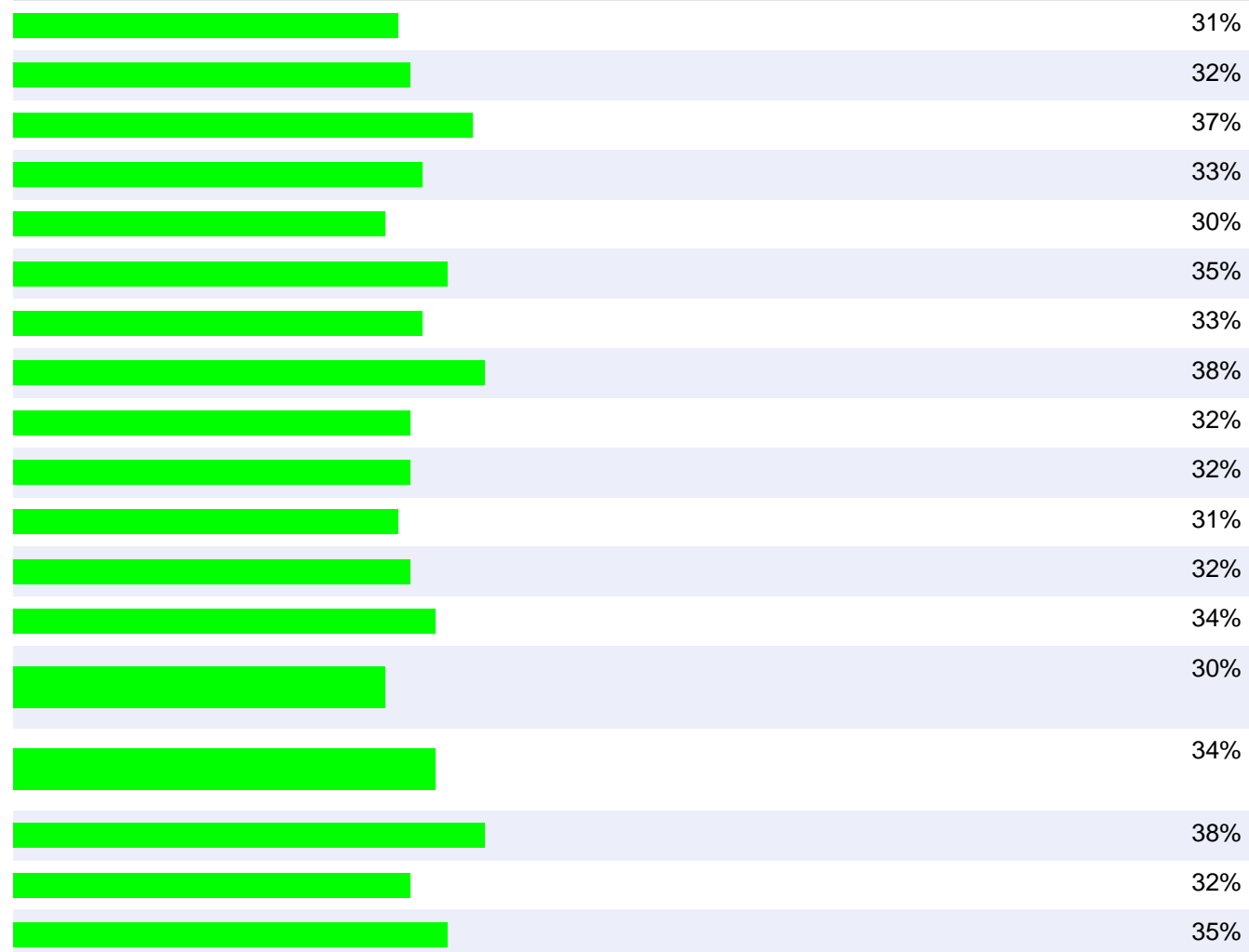
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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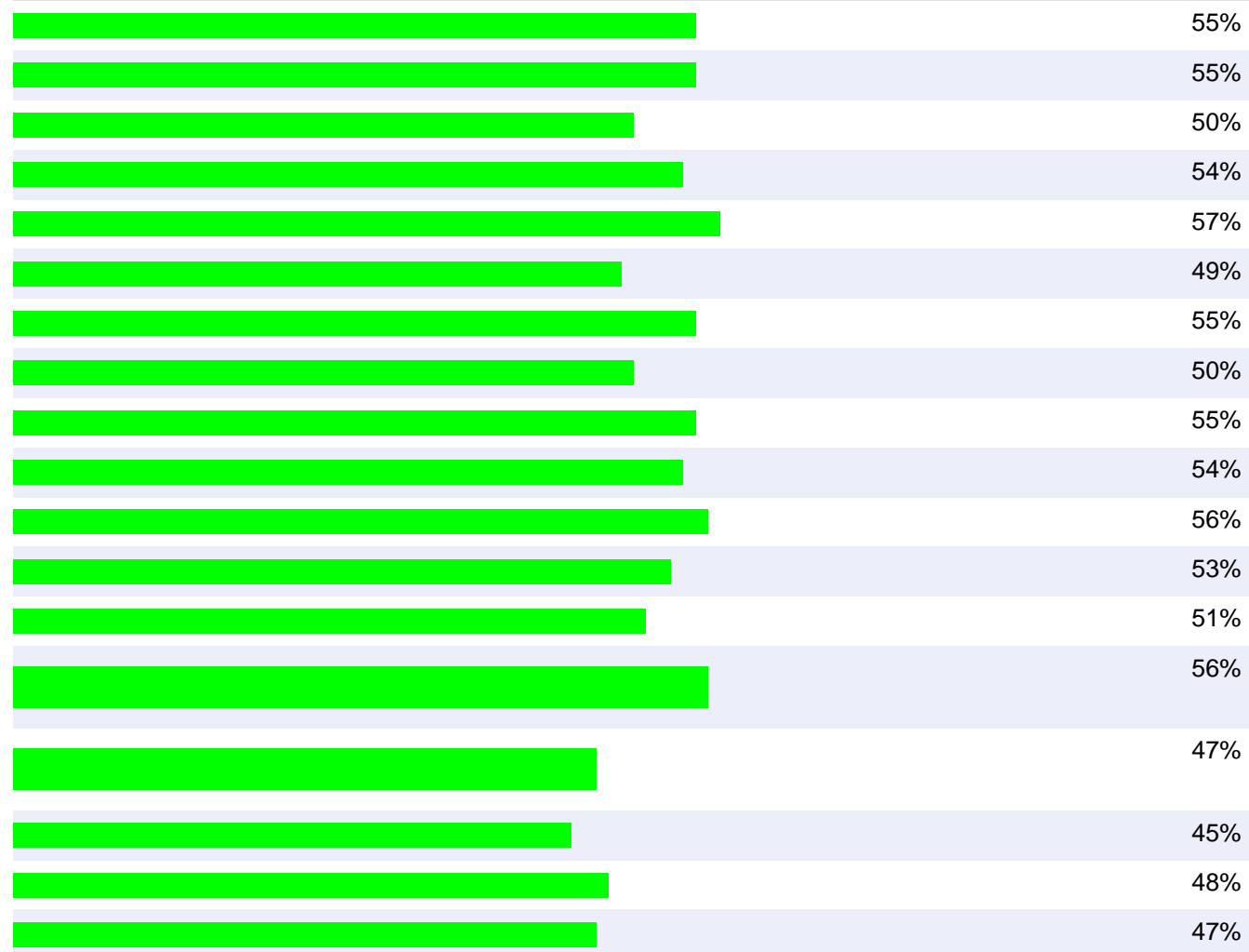
Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Percent of patients who reported that the area around their room was "Always" quiet at night.



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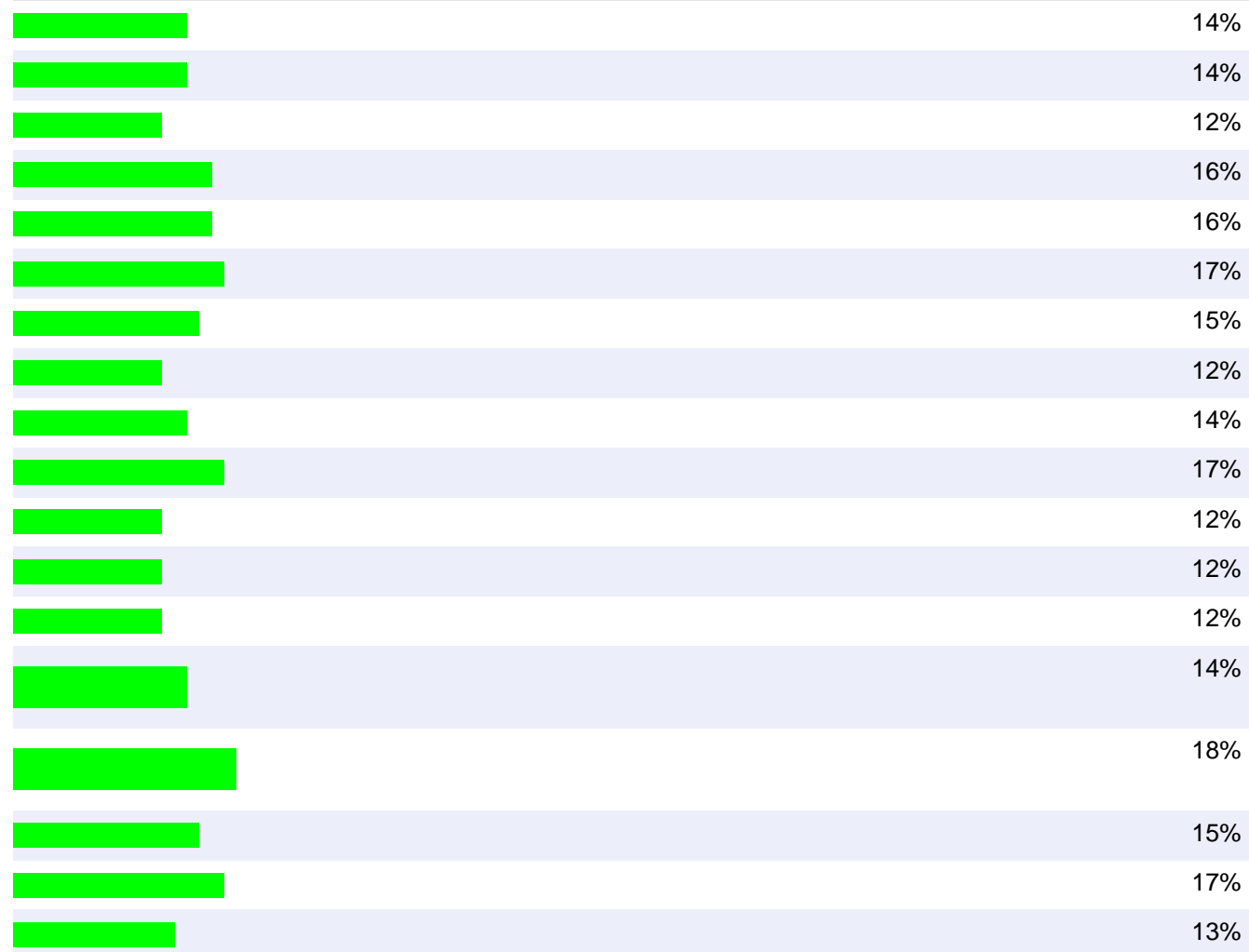
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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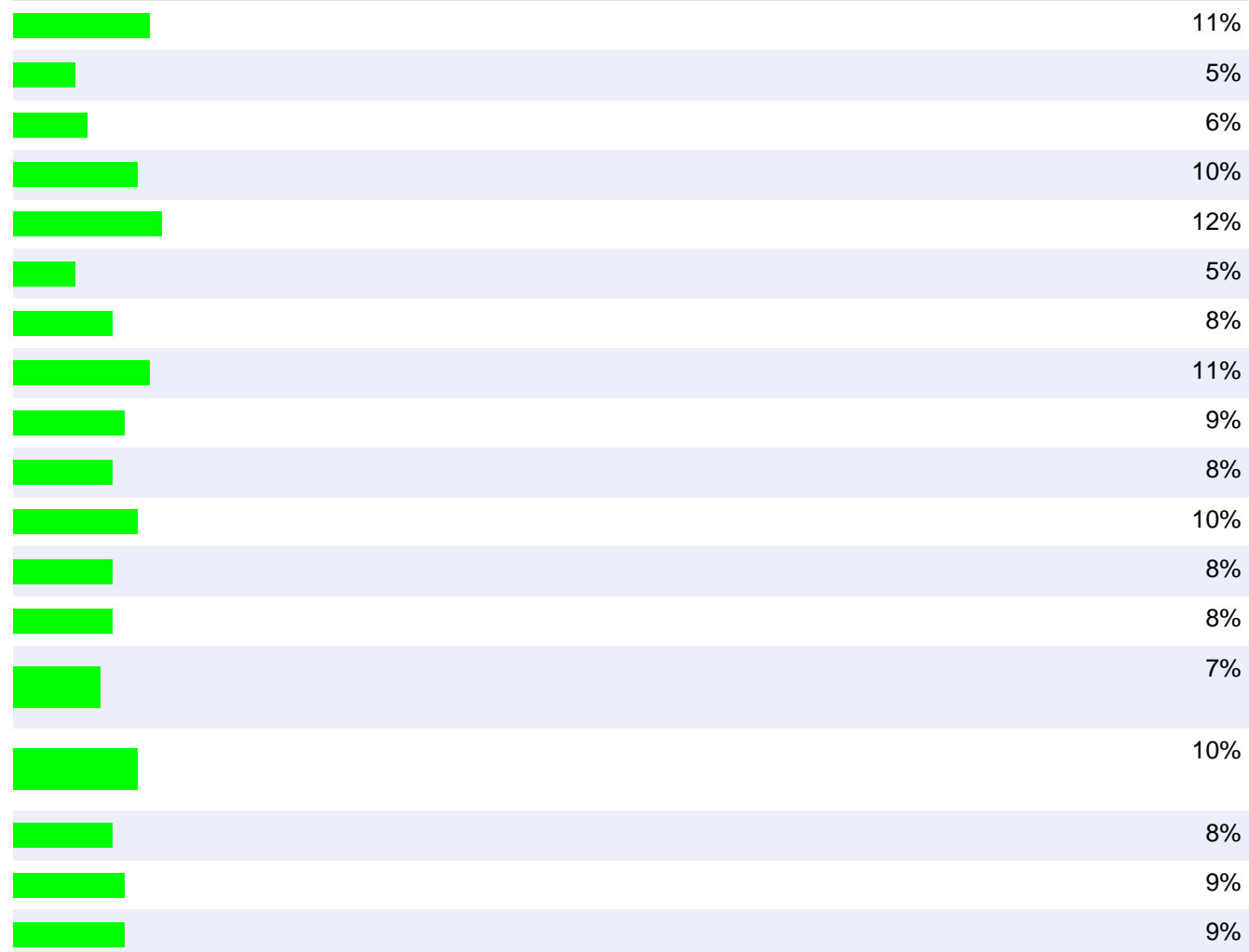
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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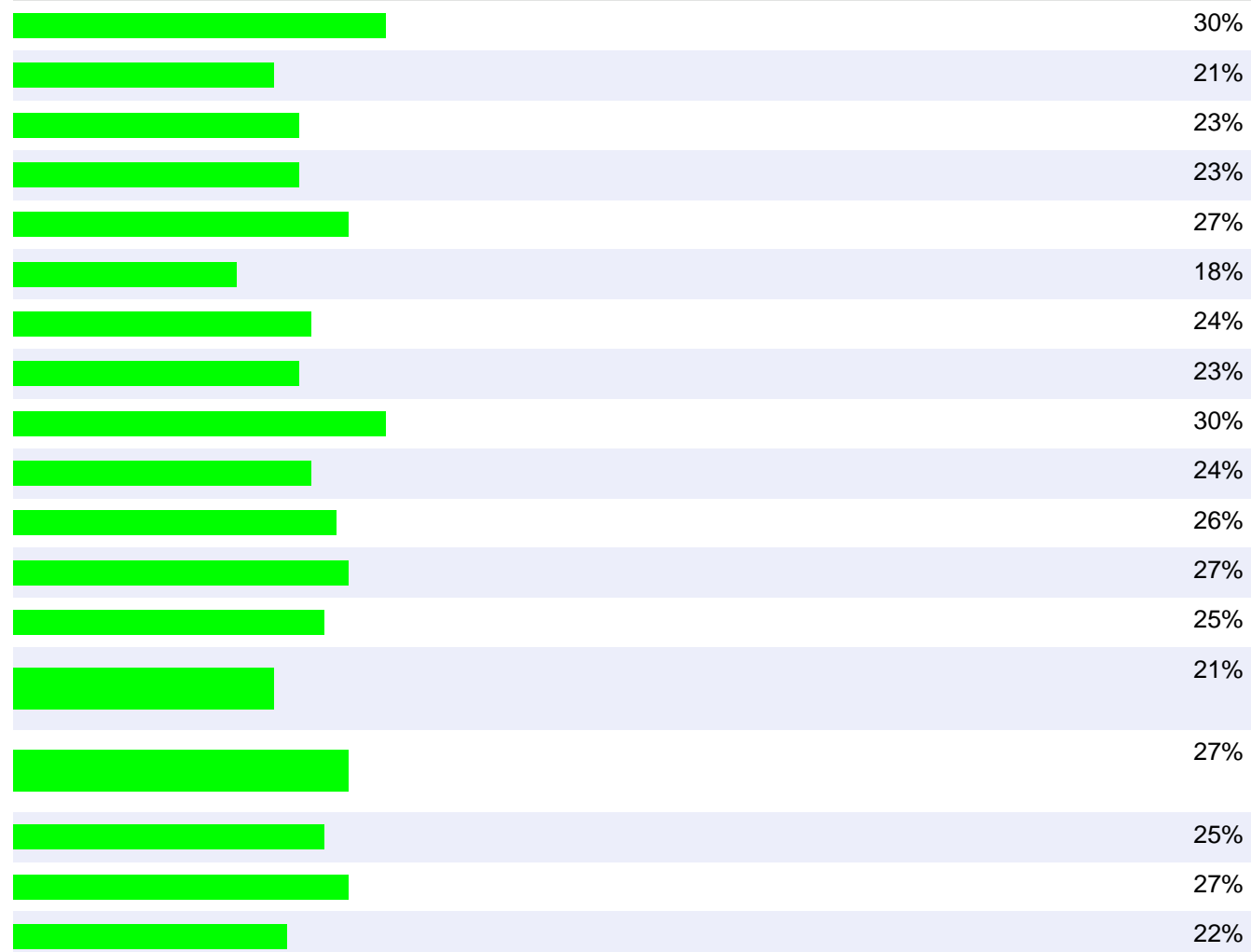
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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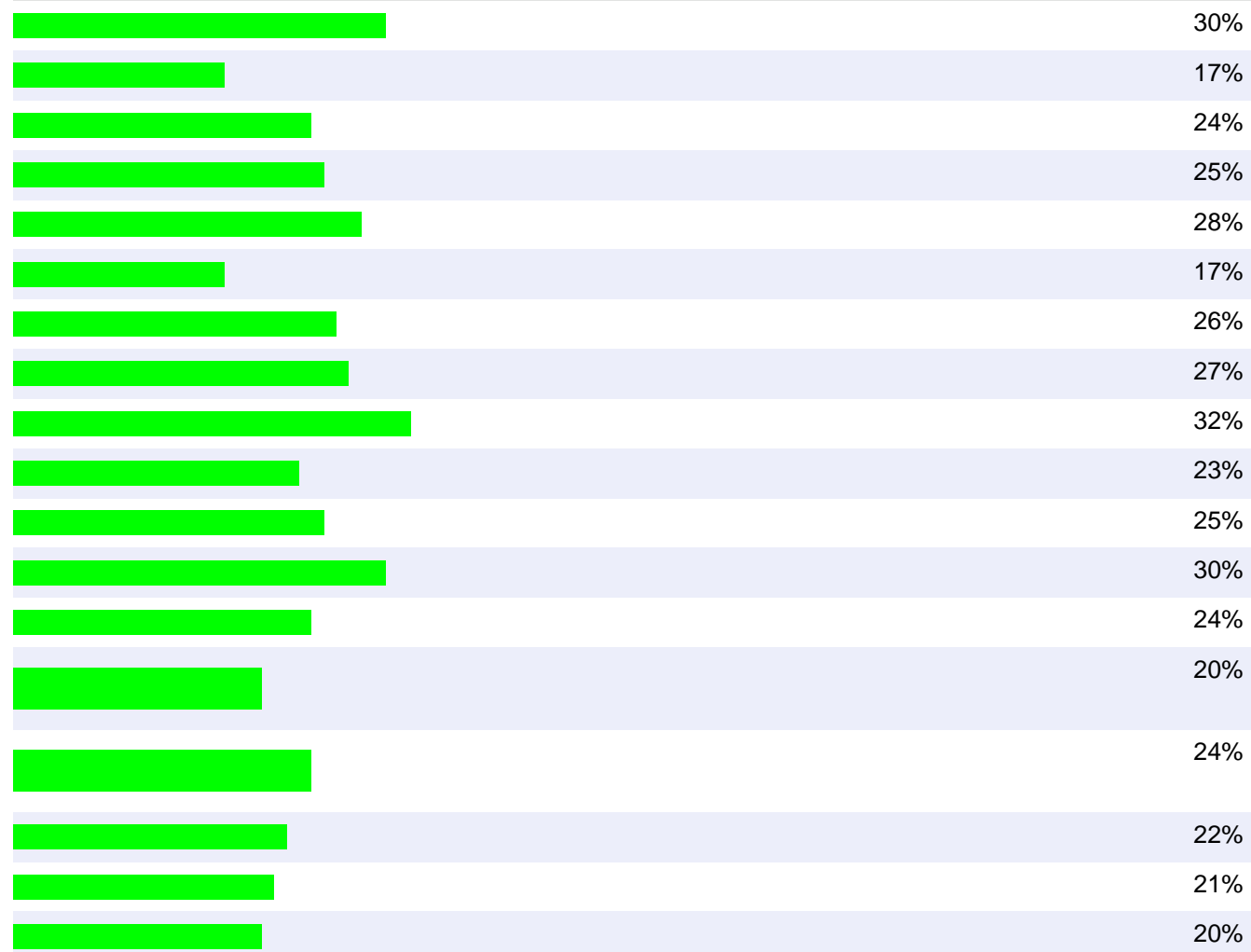
Percent of patients who reported NO,they would not recommend the hospital.



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Percent of patients who reported YES, they would probably recommend the hospital.



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Percent of patients who reported YES, they would definitely recommend the hospital.



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Number of Completed Surveys

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more


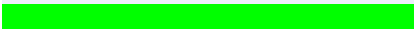

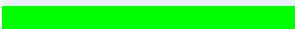

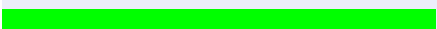



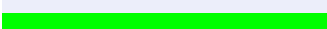
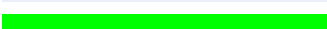
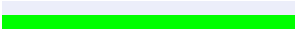
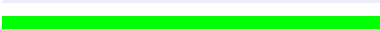



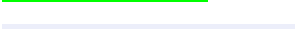
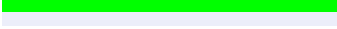
300 or more

300 or more

300 or more

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Survey Response Rate Percent	Hospital Footnote
 32%	
 38%	
 32%	
 27%	
 21%	
 40%	
 36%	
 29%	
 20%	
 30%	
 30%	
 27%	
 35%	
 35%	
 19%	
 33%	
 27%	
 31%	

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220046	BERKSHIRE MEDICAL CENTER INC	725 NORTH STREET
220049	MARLBOROUGH HOSPITAL	157 UNION STREET
220050	BAYSTATE MARY LANE HOSPITAL	85 SOUTH STREET
220051	NORTH ADAMS REGIONAL HOSPITAL	71 HOSPITAL AVENUE
220052	SIGNATURE HEALTHCARE BROCKTON HOSPITAL	680 CENTER STREET
220058	CLINTON HOSPITAL ASSOCIATION	201 HIGHLAND STREET
220060	JORDAN HOSPITAL INC	275 SANDWICH STREET
220062	ADCARE HOSPITAL OF WORCESTER INC	107 LINCOLN STREET
220063	LOWELL GENERAL HOSPITAL	295 VARNUM AVENUE
220065	NOBLE HOSPITAL	115 WEST SILVER STREET
220066	MERCY MEDICAL CENTER	271 CAREW STREET
220067	QUINCY MEDICAL CENTER	114 WHITWELL STREET
220070	HALLMARK HEALTH SYSTEM	585 LEBANON STREET
220071	MASSACHUSETTS GENERAL HOSPITAL	55 FRUIT STREET
220073	MORTON HOSPITAL	88 WASHINGTON STREET
220074	SOUTHCOST HOSPITAL GROUP, INC	363 HIGHLAND AVENUE
220075	MASSACHUSETTS EYE AND EAR INFIRMARY	243 CHARLES STREET
220077	BAYSTATE MEDICAL CENTER	759 CHESTNUT STREET

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	PITTSFIELD	MA
	MARLBOROUGH	MA
	WARE	MA
	NORTH ADAMS	MA
	BROCKTON	MA
	CLINTON	MA
	PLYMOUTH	MA
	WORCESTER	MA
	LOWELL	MA
	WESTFIELD	MA
	SPRINGFIELD	MA
	QUINCY	MA
	MELROSE	MA
	BOSTON	MA
	TAUNTON	MA
	FALL RIVER	MA
	BOSTON	MA
	SPRINGFIELD	MA

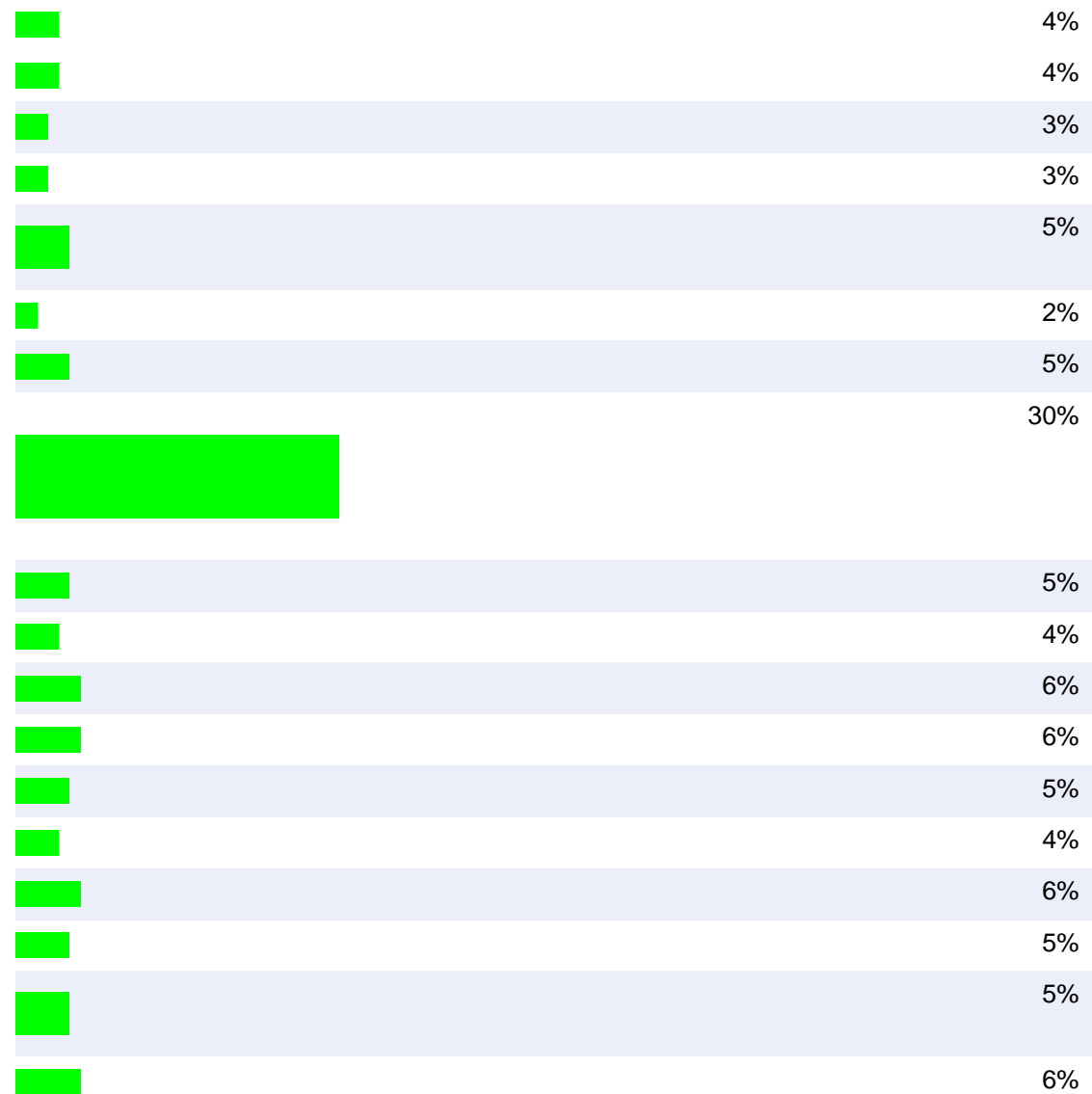
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01201	BERKSHIRE	4134472000
01752	MIDDLESEX	5084815000
01082	HAMPSHIRE	4139676211
01247	BERKSHIRE	4136645000
02302	PLYMOUTH	5089417000
01510	WORCESTER	9783683000
02360	PLYMOUTH	5087462000
01605	WORCESTER	5087999000
01854	MIDDLESEX	9789376000
01085	HAMPDEN	4135682811
01104	HAMPDEN	4137489000
02169	NORFOLK	6177736100
02176	MIDDLESEX	7819793000
02114	SUFFOLK	6177262000
02780	BRISTOL	5088287000
02720	BRISTOL	5086793131
02114	SUFFOLK	6175237900
01199	HAMPDEN	4137940000

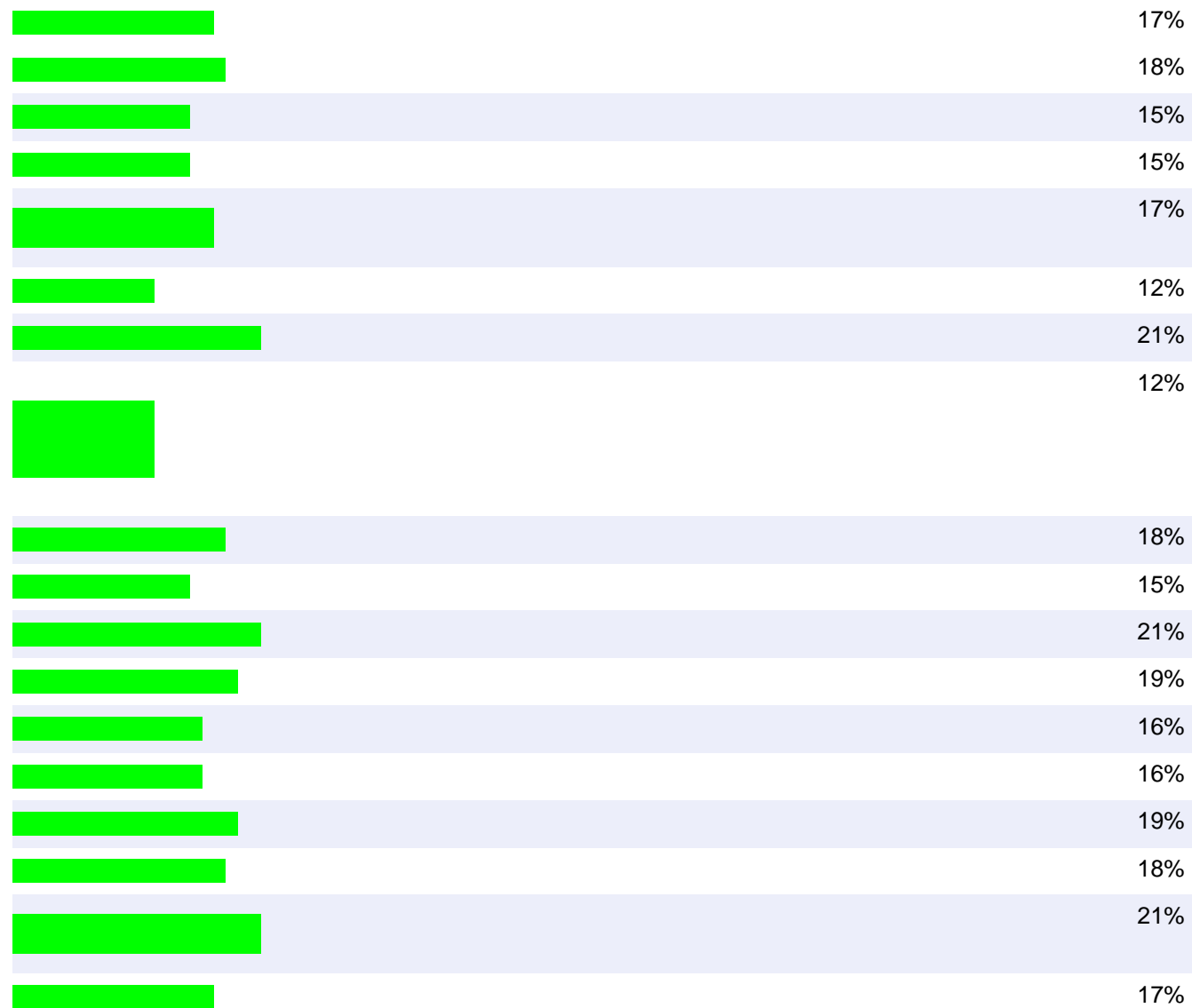
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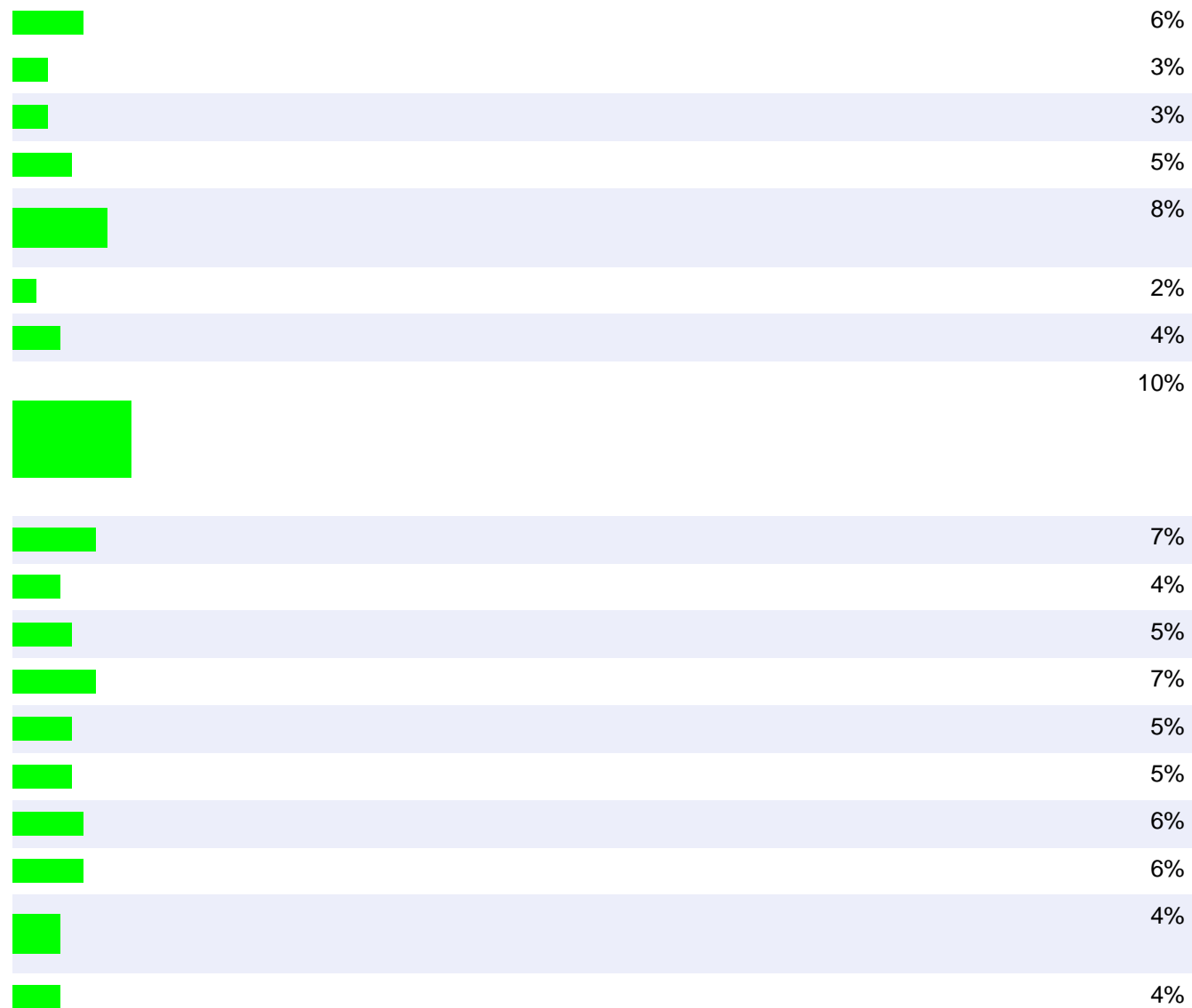
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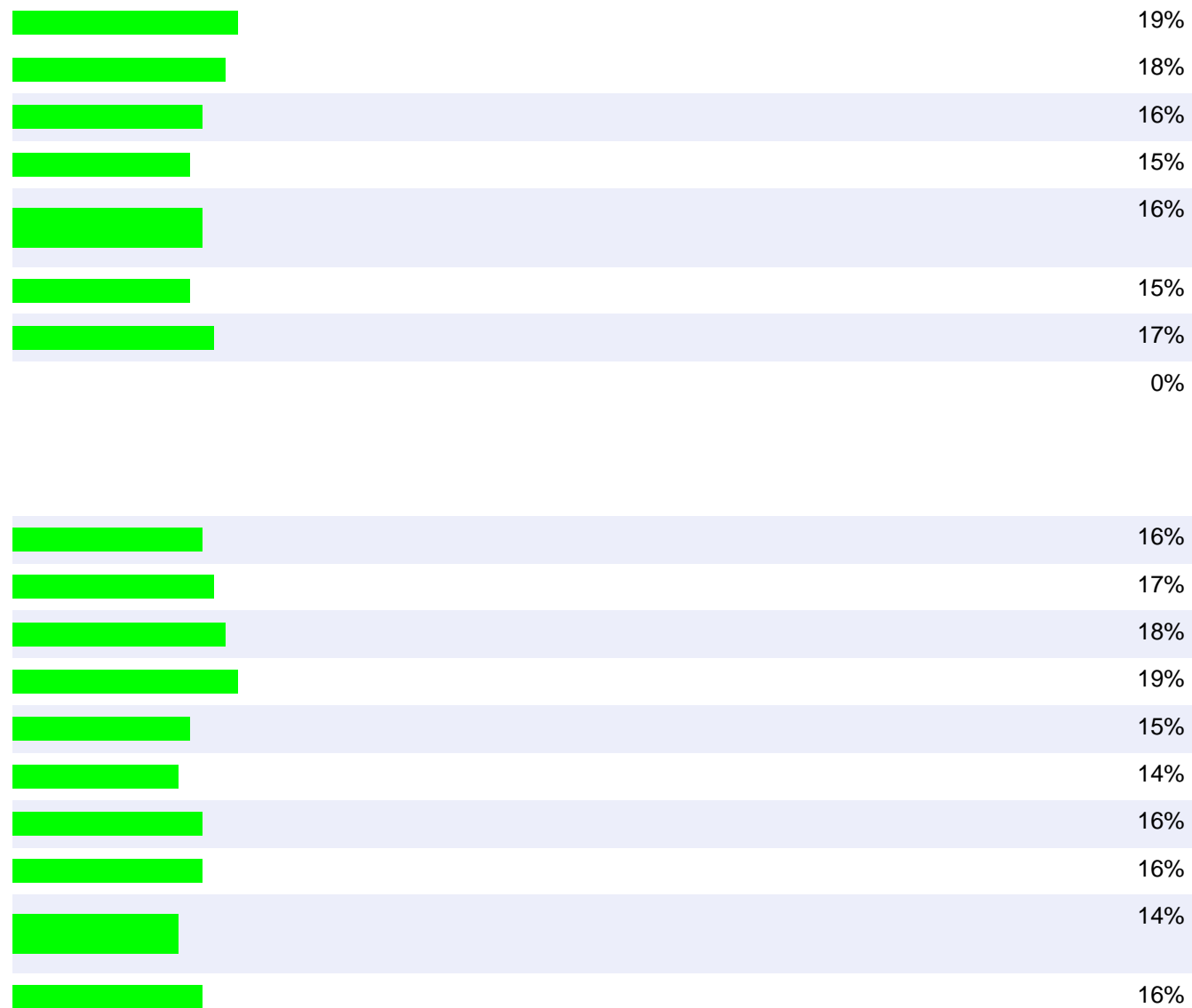
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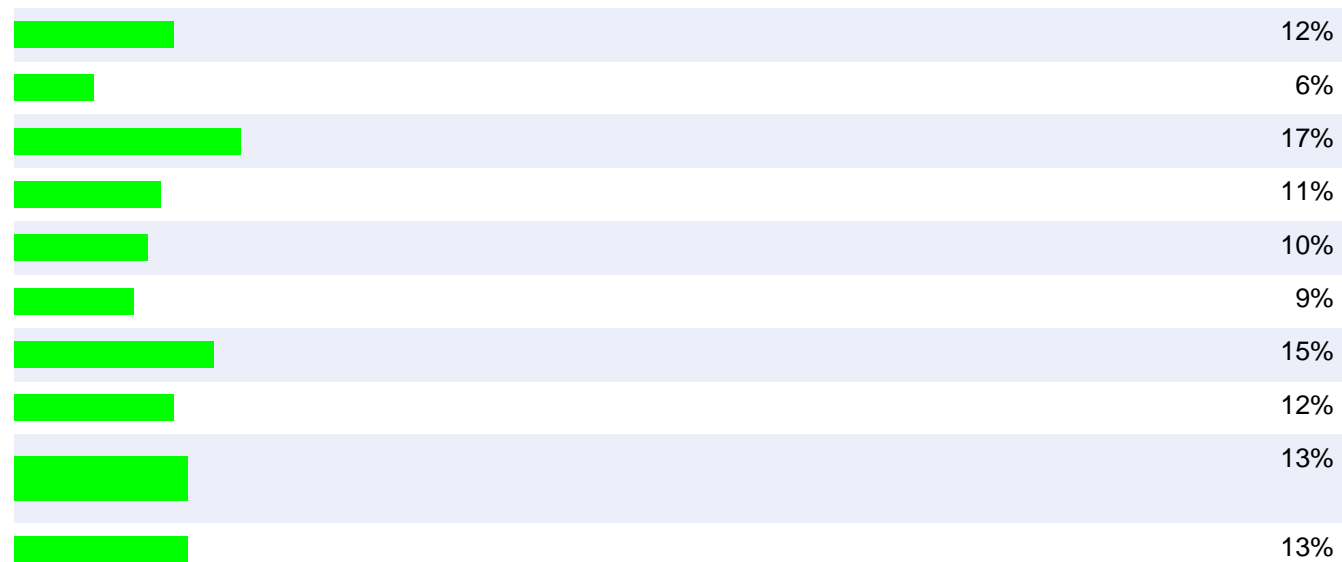
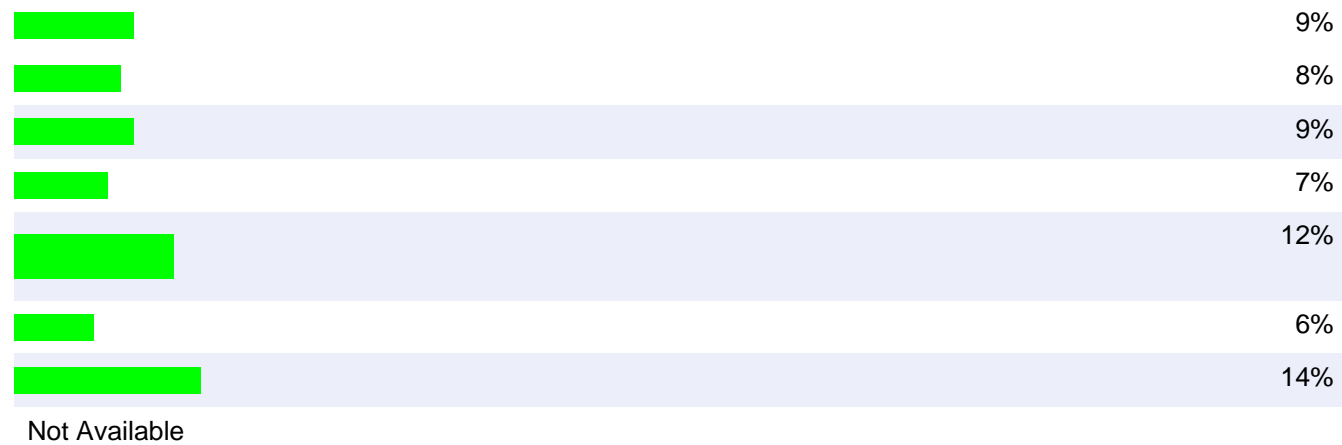
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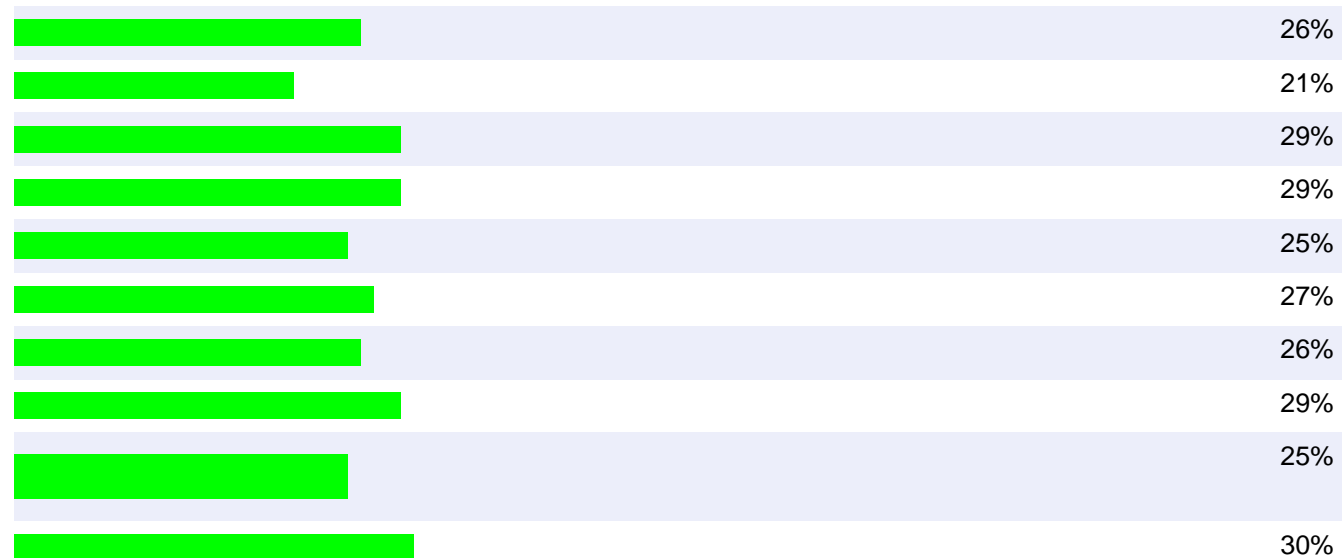
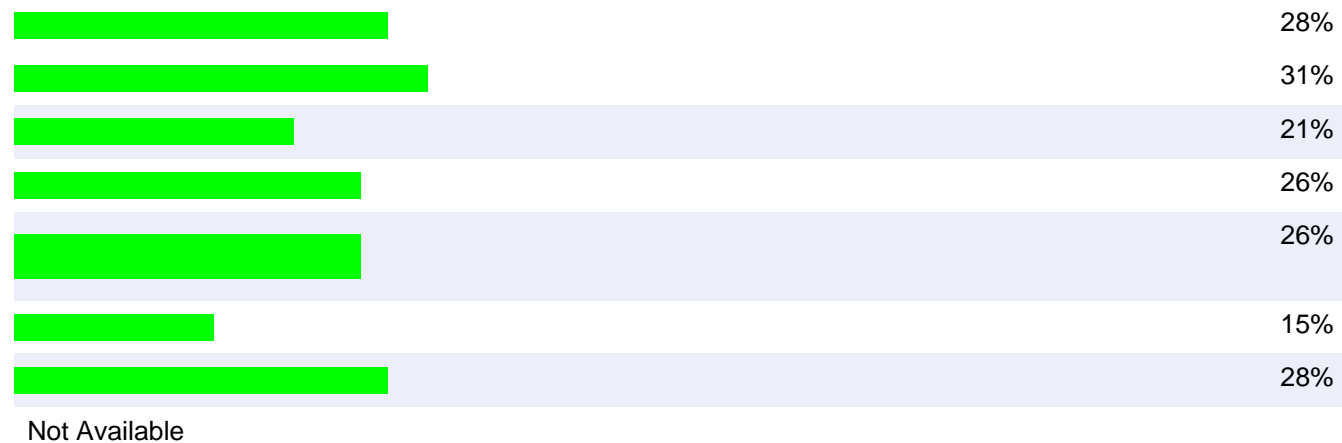
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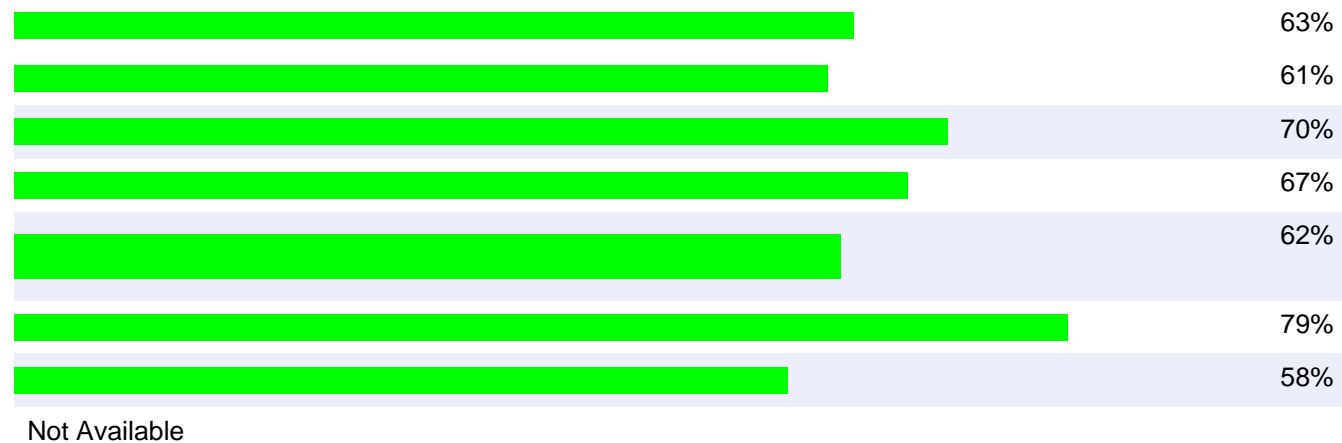
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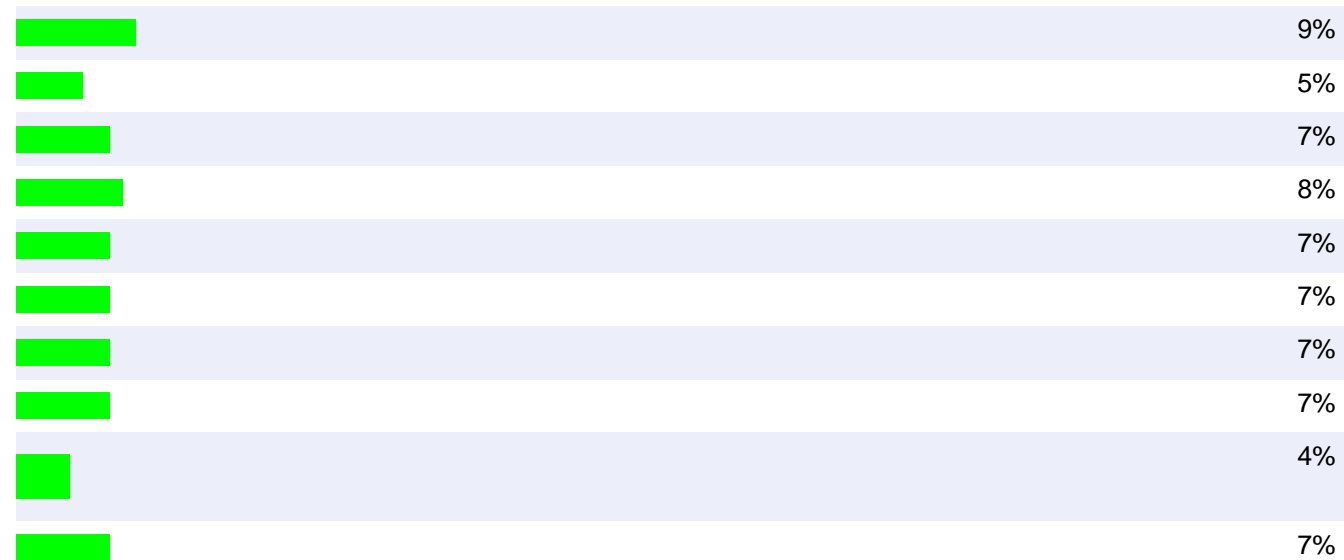
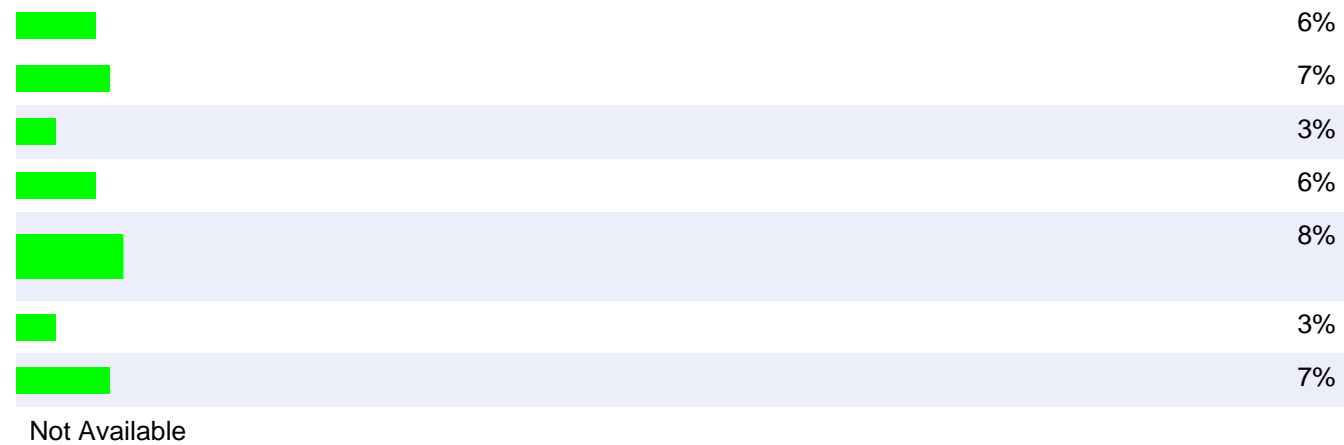
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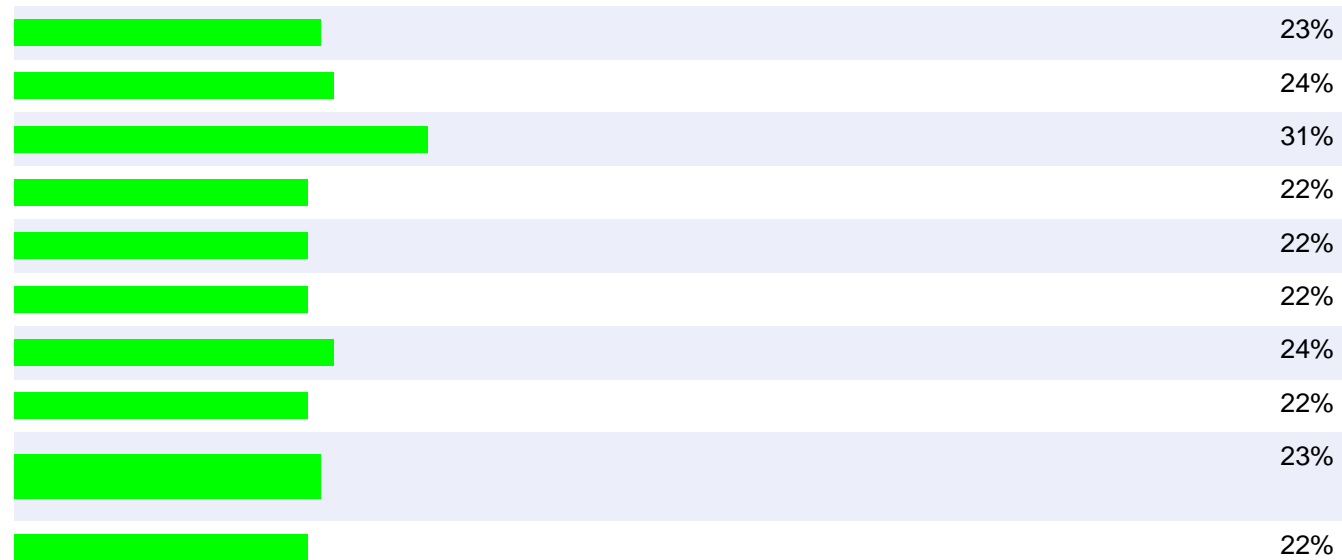
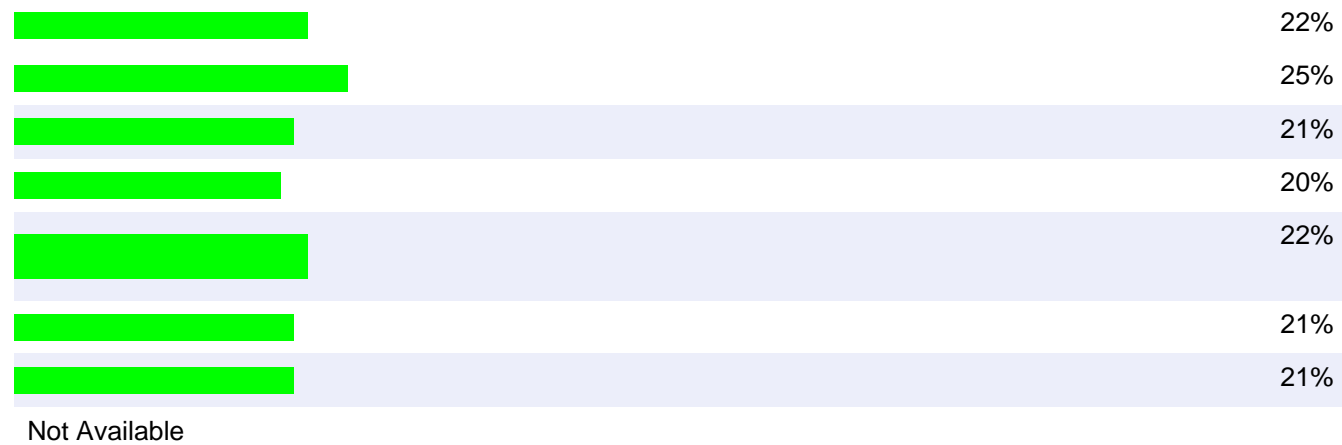
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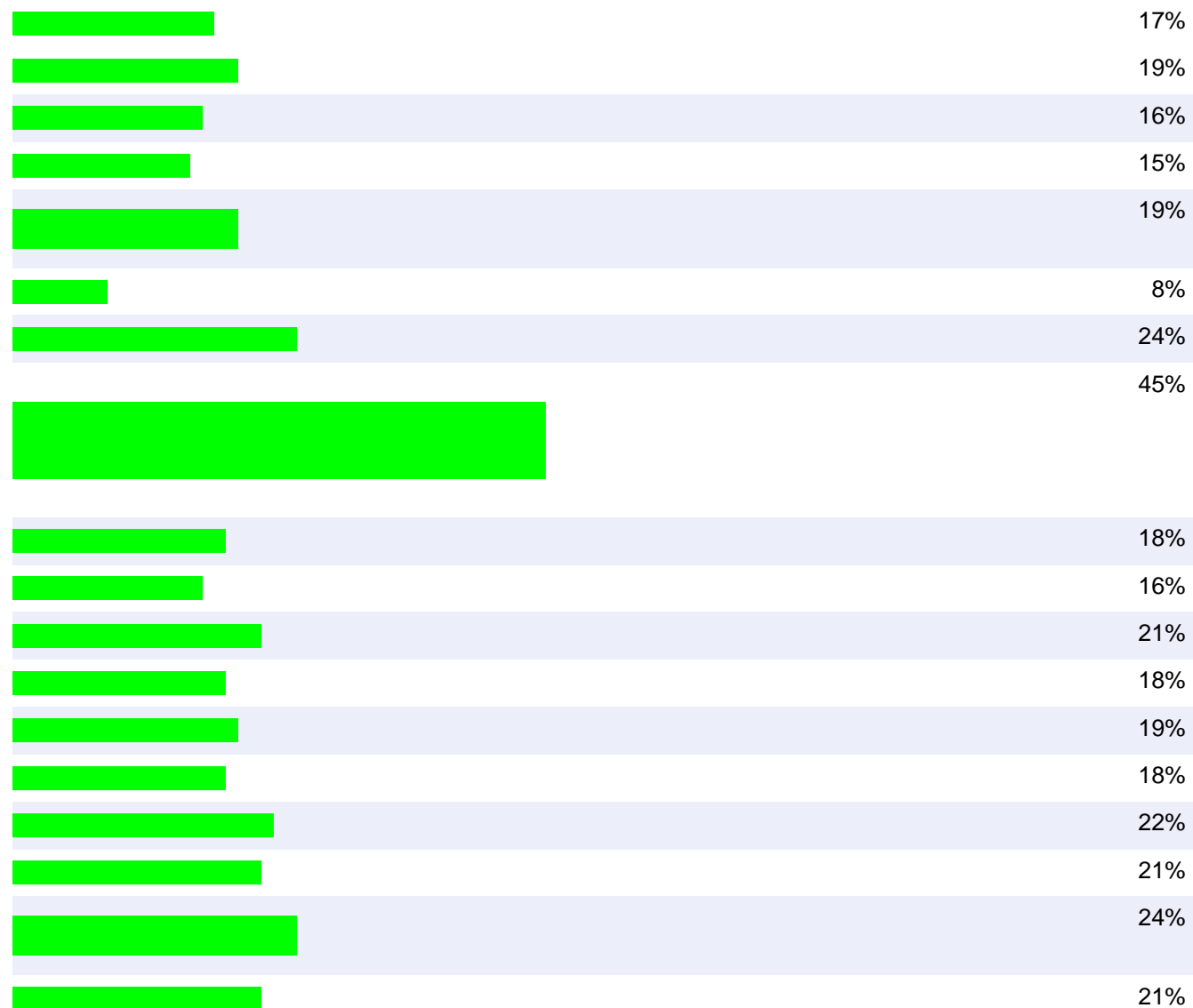
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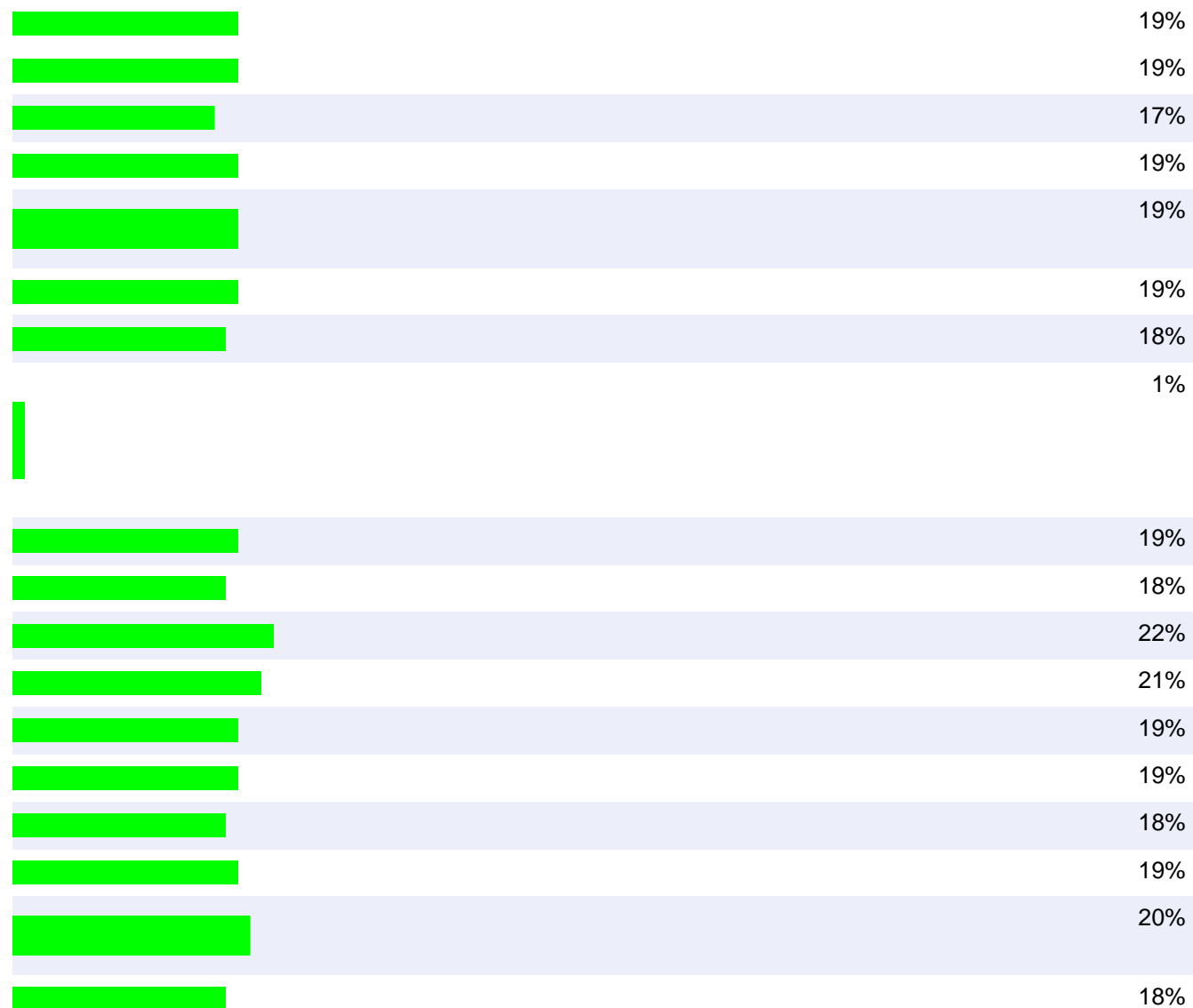
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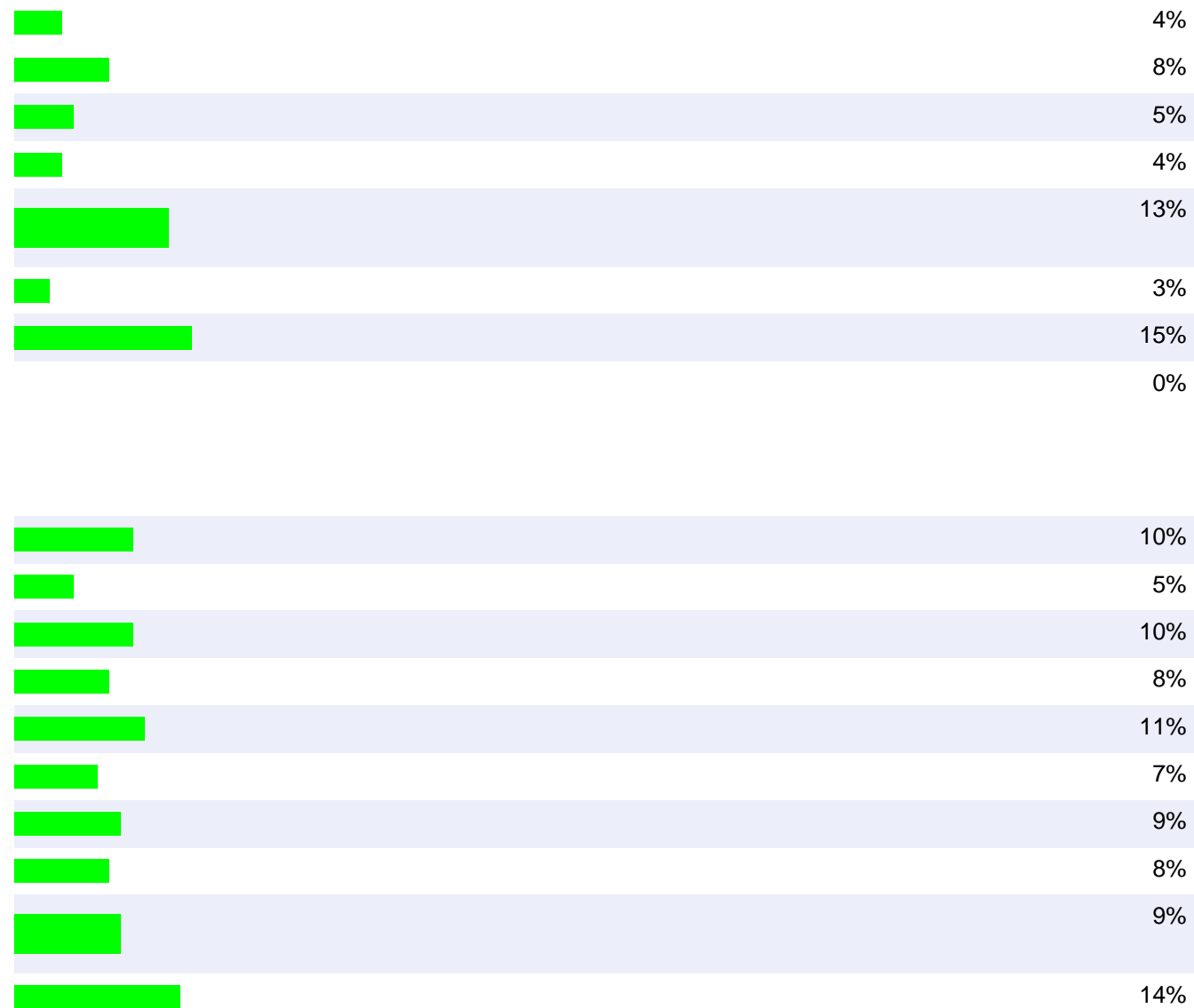
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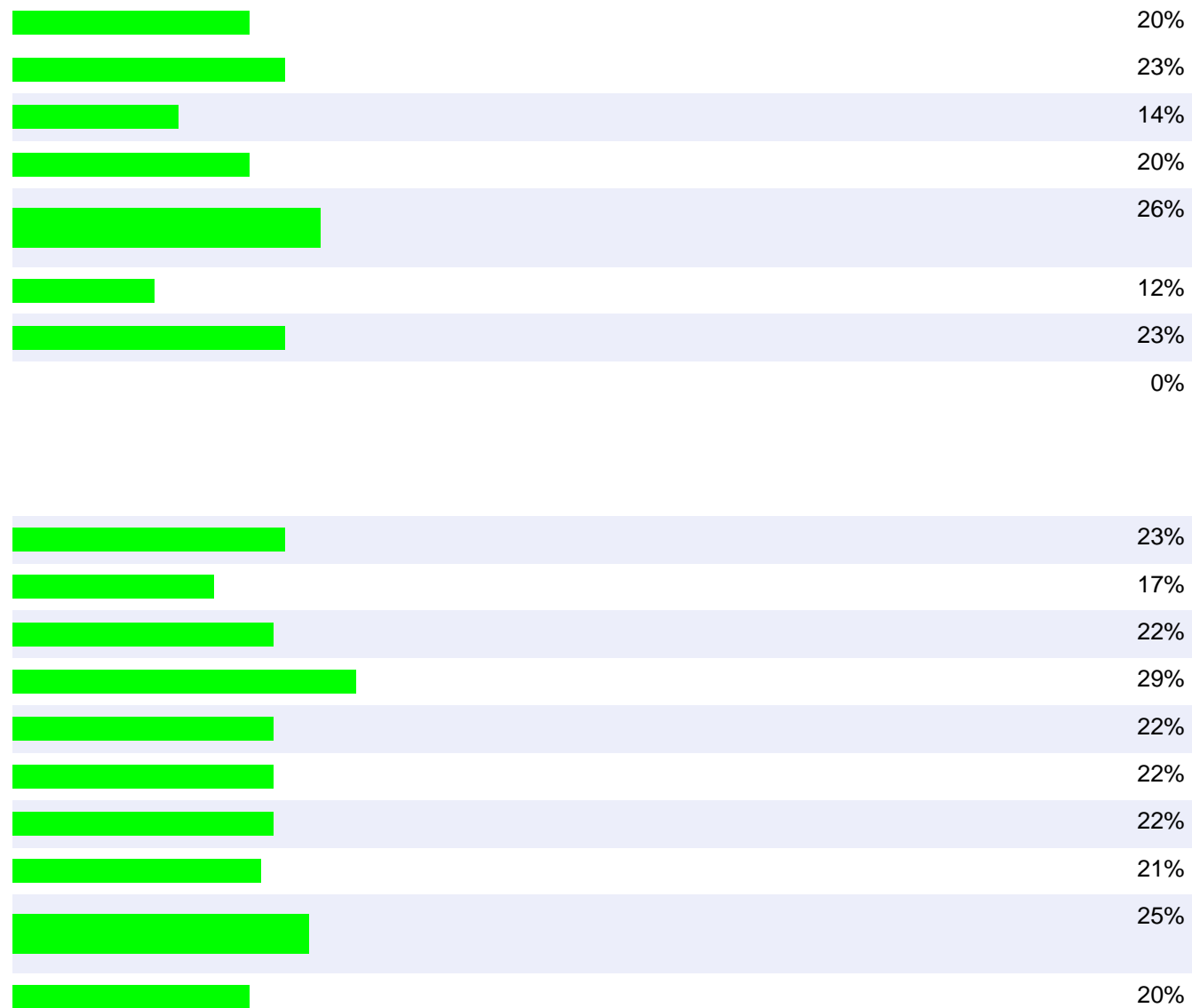
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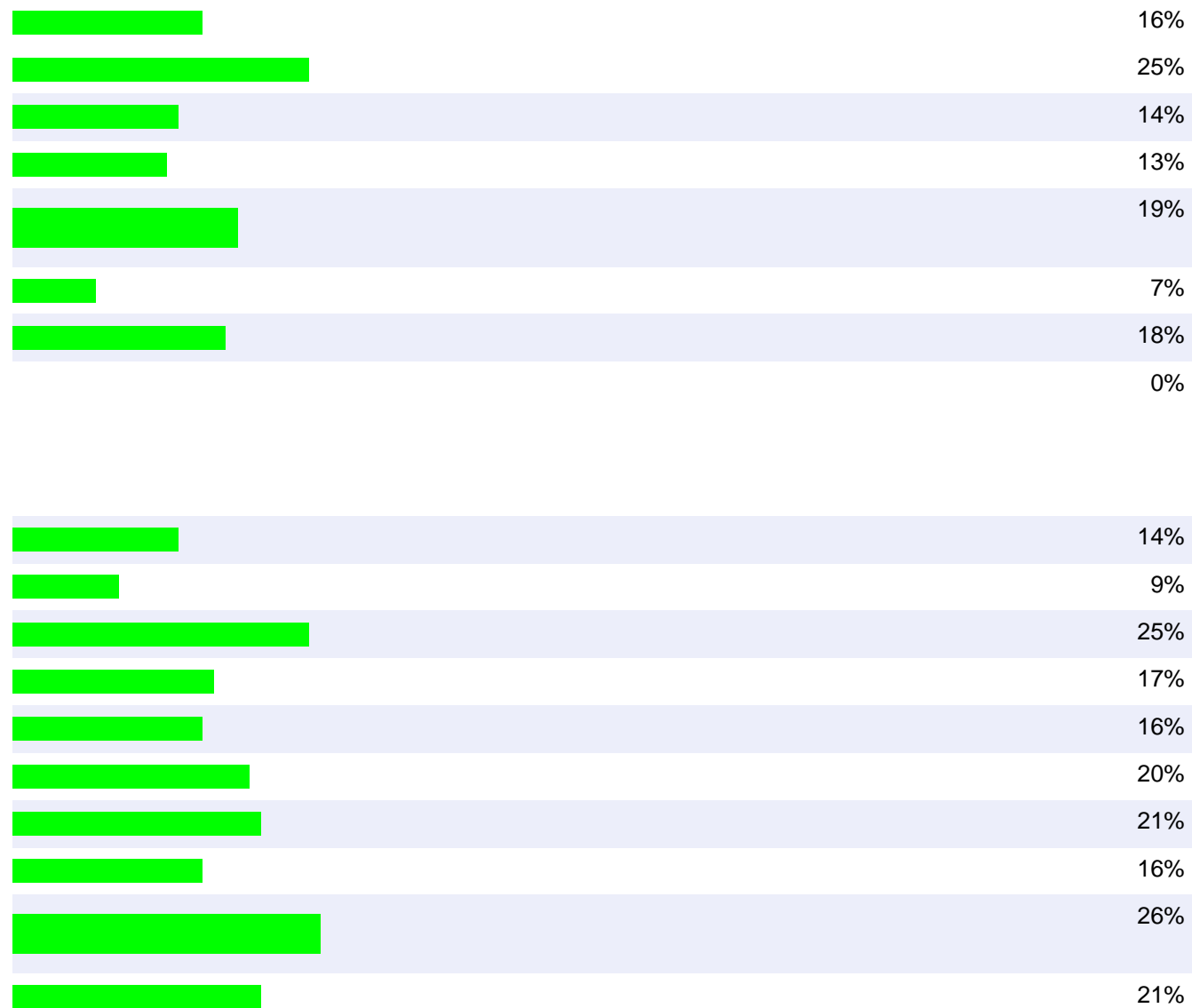
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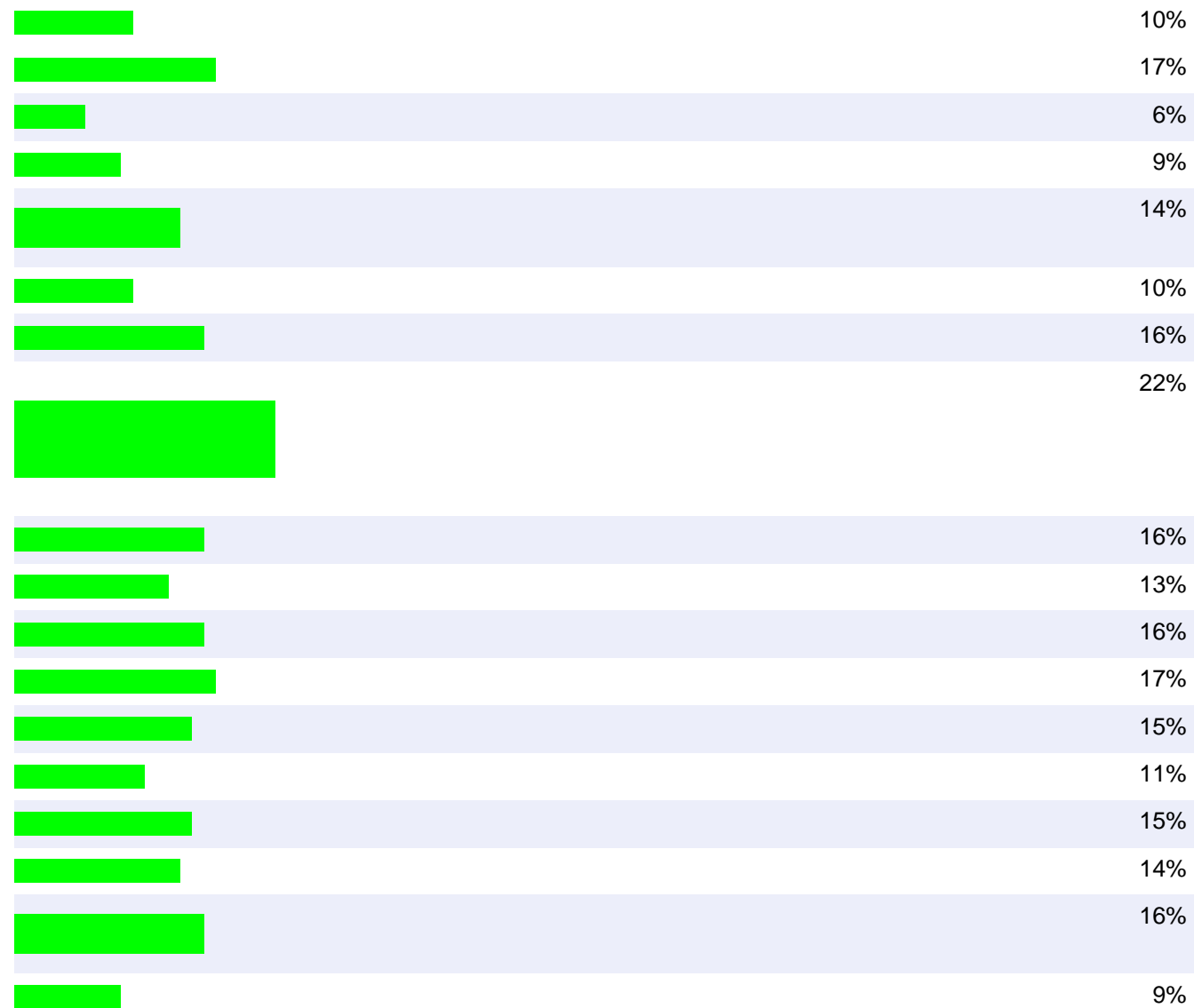
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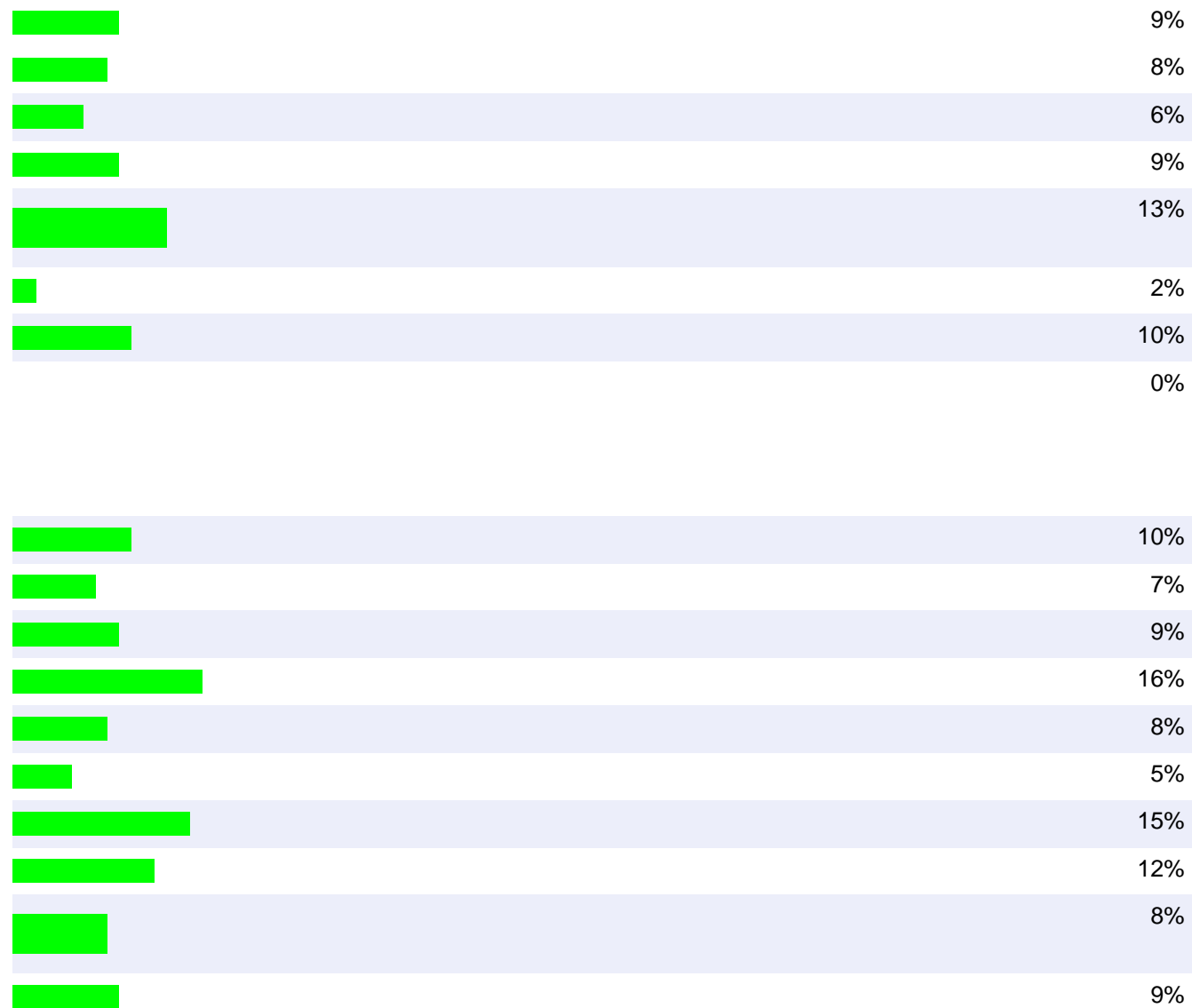
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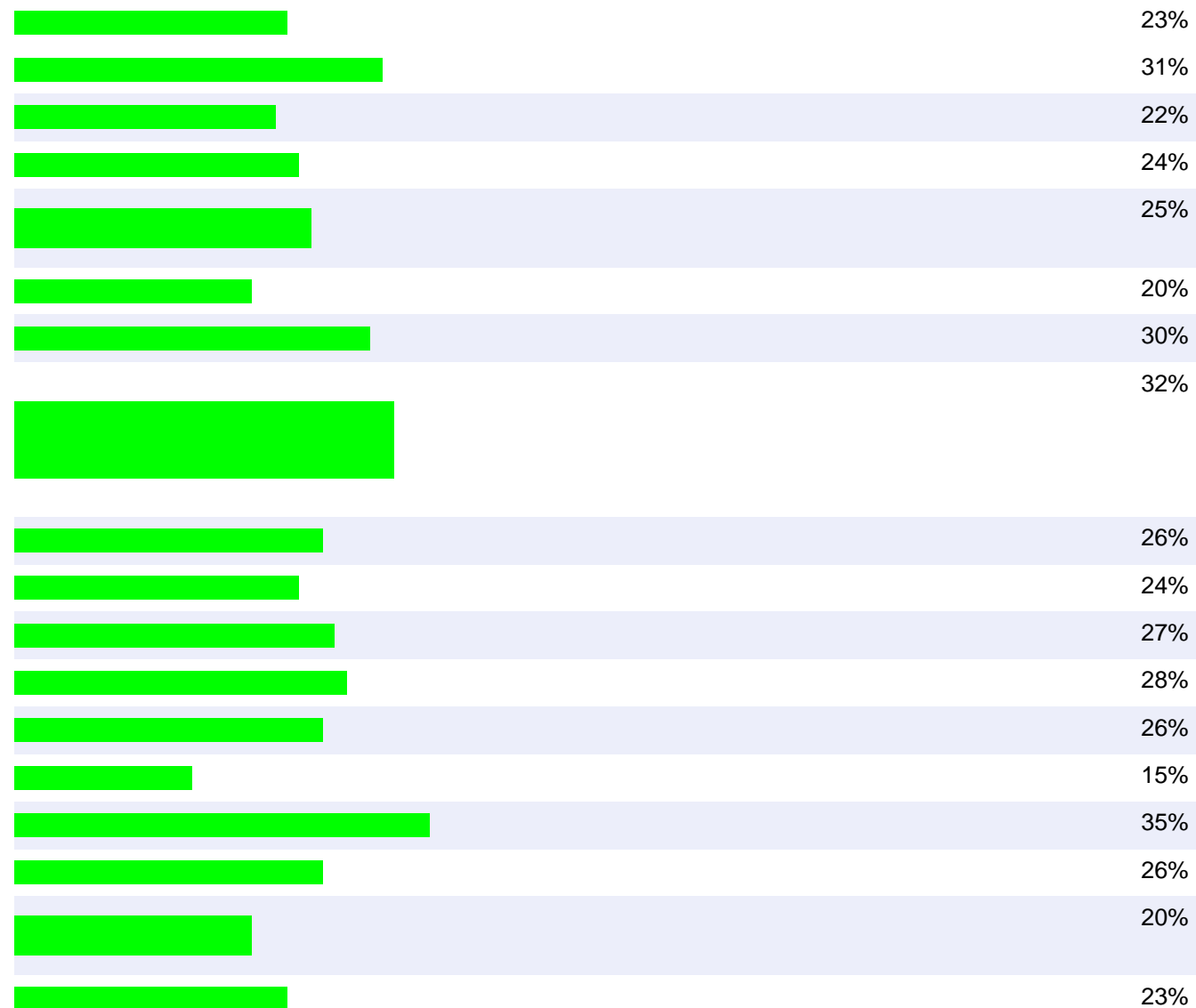
HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



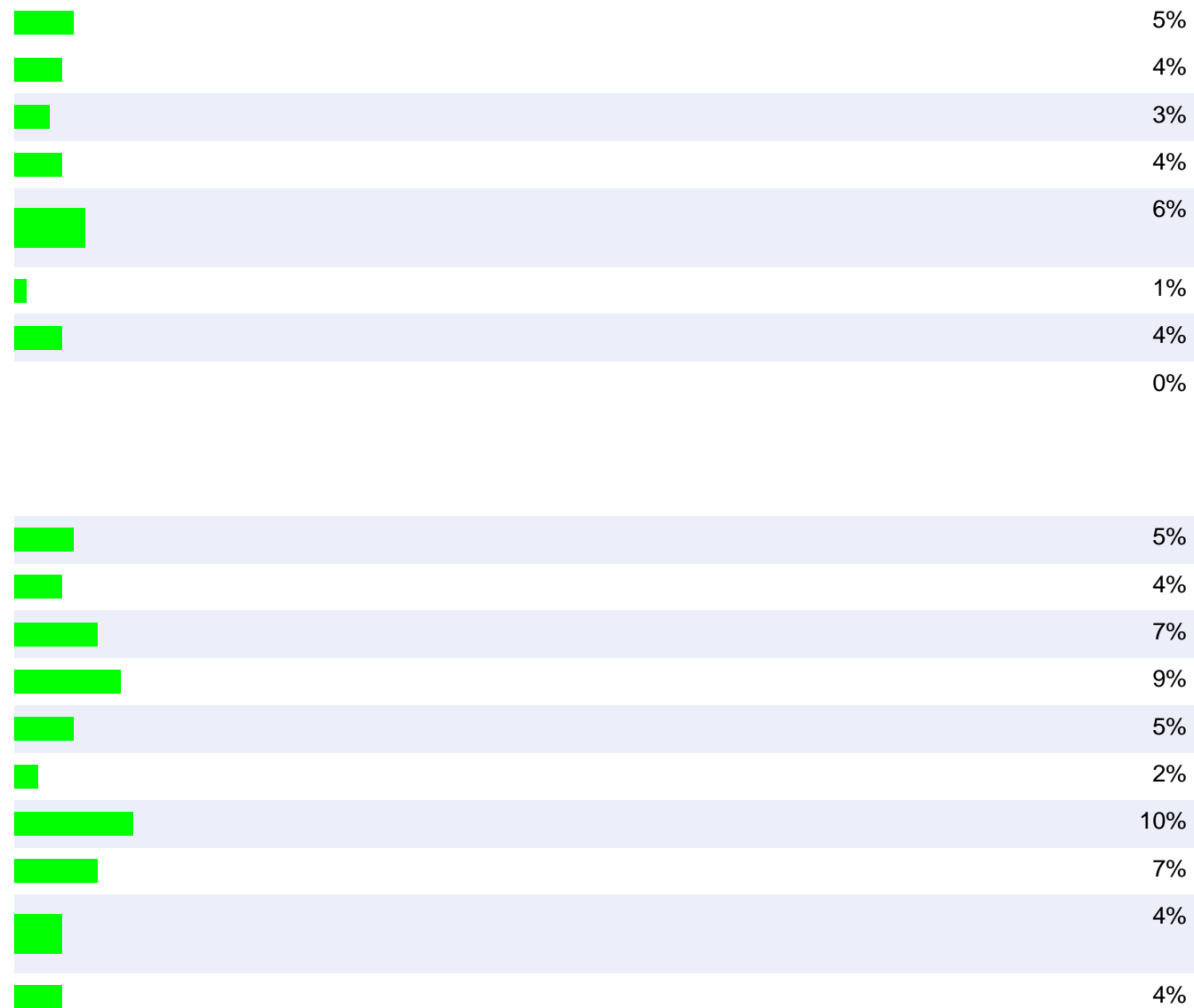
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



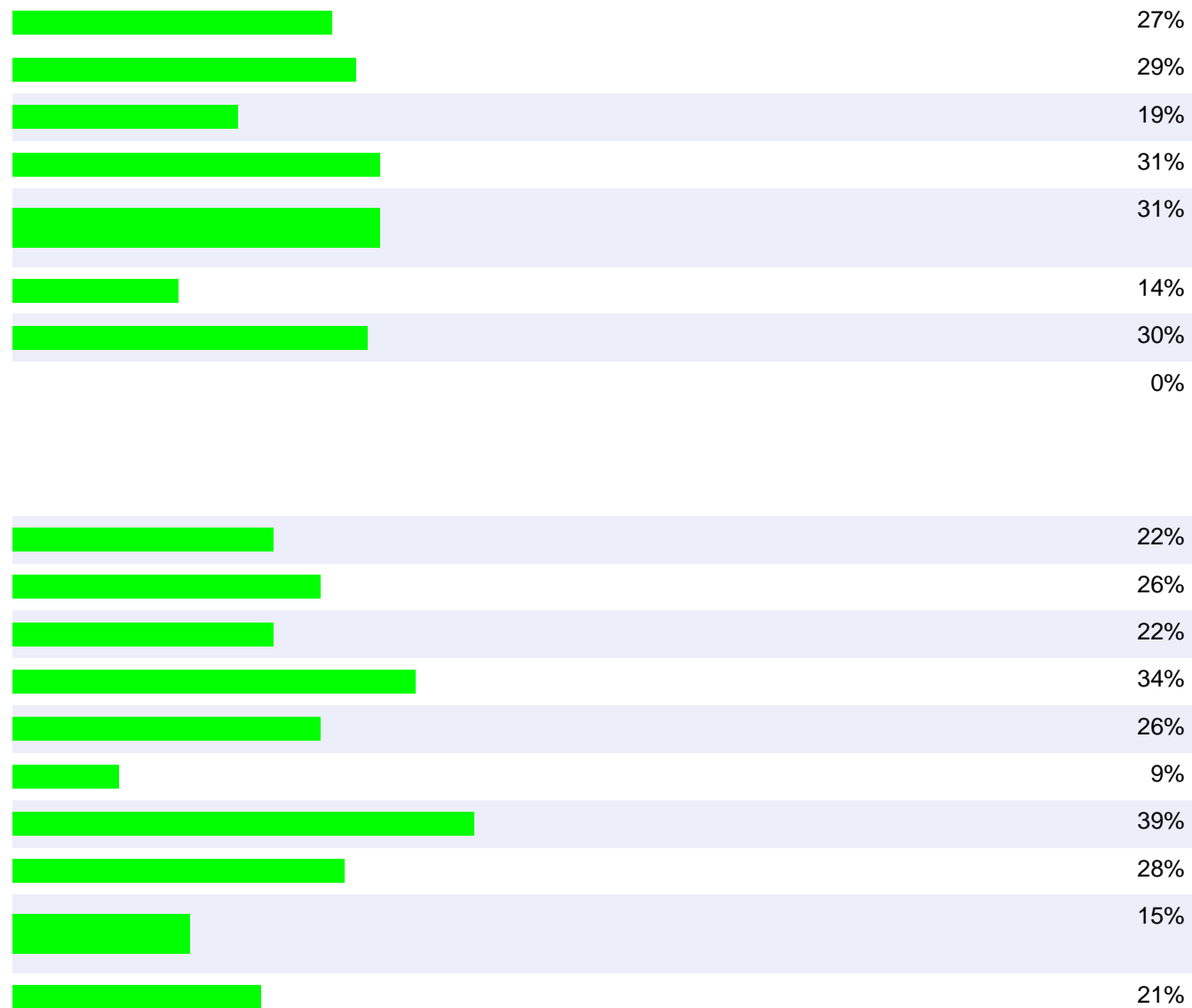
HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

Fewer than 100

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

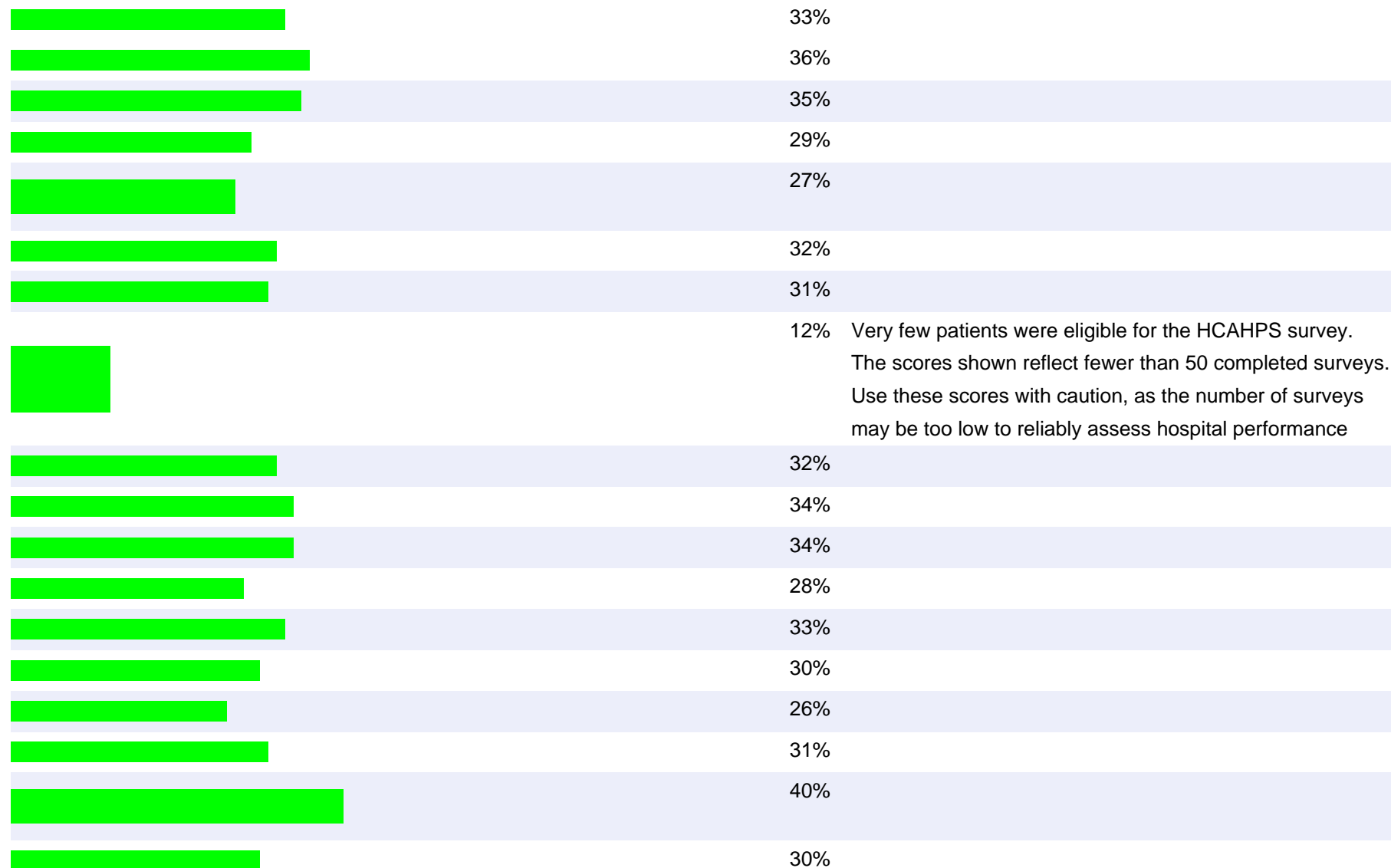
300 or more

300 or more

300 or more

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Very few patients were eligible for the HCAHPS survey.
The scores shown reflect fewer than 50 completed surveys.
Use these scores with caution, as the number of surveys
may be too low to reliably assess hospital performance

HCAHPS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

220080	HOLY FAMILY HOSPITAL	70 EAST STREET
220082	SAINTS MEDICAL CENTER INC	1 HOSPITAL DRIVE
220083	BETH ISRAEL DEACONESS HOSPITAL - NEEDHAM	148 CHESTNUT STREET
220084	EMERSON HOSPITAL	OLD ROAD TO 9 ACRE CORNER
220086	BETH ISRAEL DEACONESS MEDICAL CENTER	330 BROOKLINE AVENUE
220088	NEW ENGLAND BAPTIST HOSPITAL	125 PARKER HILL AVENUE
220090	MILFORD REGIONAL MEDICAL CENTER	14 PROSPECT STREET
220095	HEYWOOD HOSPITAL	242 GREEN STREET
220098	NASHOBA VALLEY MEDICAL CENTER	200 GROTON ROAD
220100	SOUTH SHORE HOSPITAL	55 FOGG ROAD
220101	NEWTON-WELLESLEY HOSPITAL	2014 WASHINGTON STREET
220105	WINCHESTER HOSPITAL	41 HIGHLAND AVENUE
220108	MILTON HOSPITAL INC	199 REEDSDALE ROAD
220110	BRIGHAM AND WOMEN'S HOSPITAL	75 FRANCIS STREET
220111	GOOD SAMARITAN MEDICAL CENTER	235 NORTH PEARL STREET
220116	TUFTS MEDICAL CENTER	800 WASHINGTON STREET
220119	FAULKNER HOSPITAL	1153 CENTRE STREET
220126	NORWOOD HOSPITAL	800 WASHINGTON STREET
220135	FALMOUTH HOSPITAL	67 & 100 TER HEUN DRIVE
220162	DANA-FARBER CANCER INSTITUTE	450 BROOKLINE AVENUE

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	METHUEN	MA
	LOWELL	MA
	NEEDHAM	MA
	W CONCORD	MA
	BOSTON	MA
	BOSTON	MA
	MILFORD	MA
	GARDNER	MA
	AYER	MA
	SOUTH WEYMOUTH	MA
	NEWTON	MA
	WINCHESTER	MA
	MILTON	MA
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	BOSTON	MA
	NORWOOD	MA
	FALMOUTH	MA
	BOSTON	MA

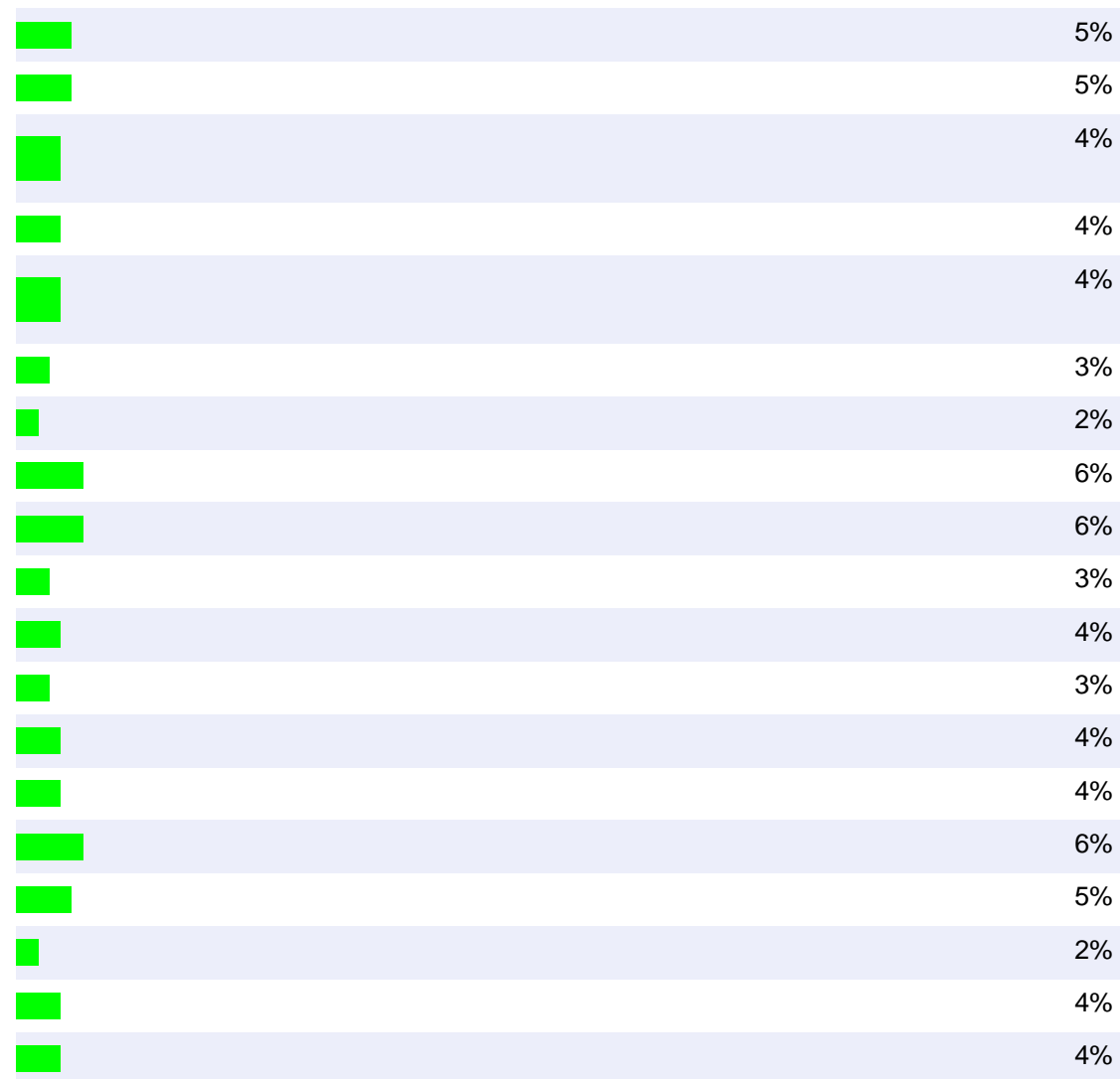
HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

01844	ESSEX	9786870156
01852	MIDDLESEX	9784581411
02494	NORFOLK	7814533000
01742	MIDDLESEX	9783691400
02215	SUFFOLK	6176677000
02120	SUFFOLK	6177545800
01757	WORCESTER	5084731190
01440	WORCESTER	9786323420
01432	MIDDLESEX	9787849000
02190	NORFOLK	7813408000
02462	MIDDLESEX	6172436000
01890	MIDDLESEX	7817299000
02186	NORFOLK	6176964600
02115	SUFFOLK	6177325500
02301	PLYMOUTH	5084273000
02111	SUFFOLK	6176365000
02130	SUFFOLK	6179837000
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HCAPHS MAss

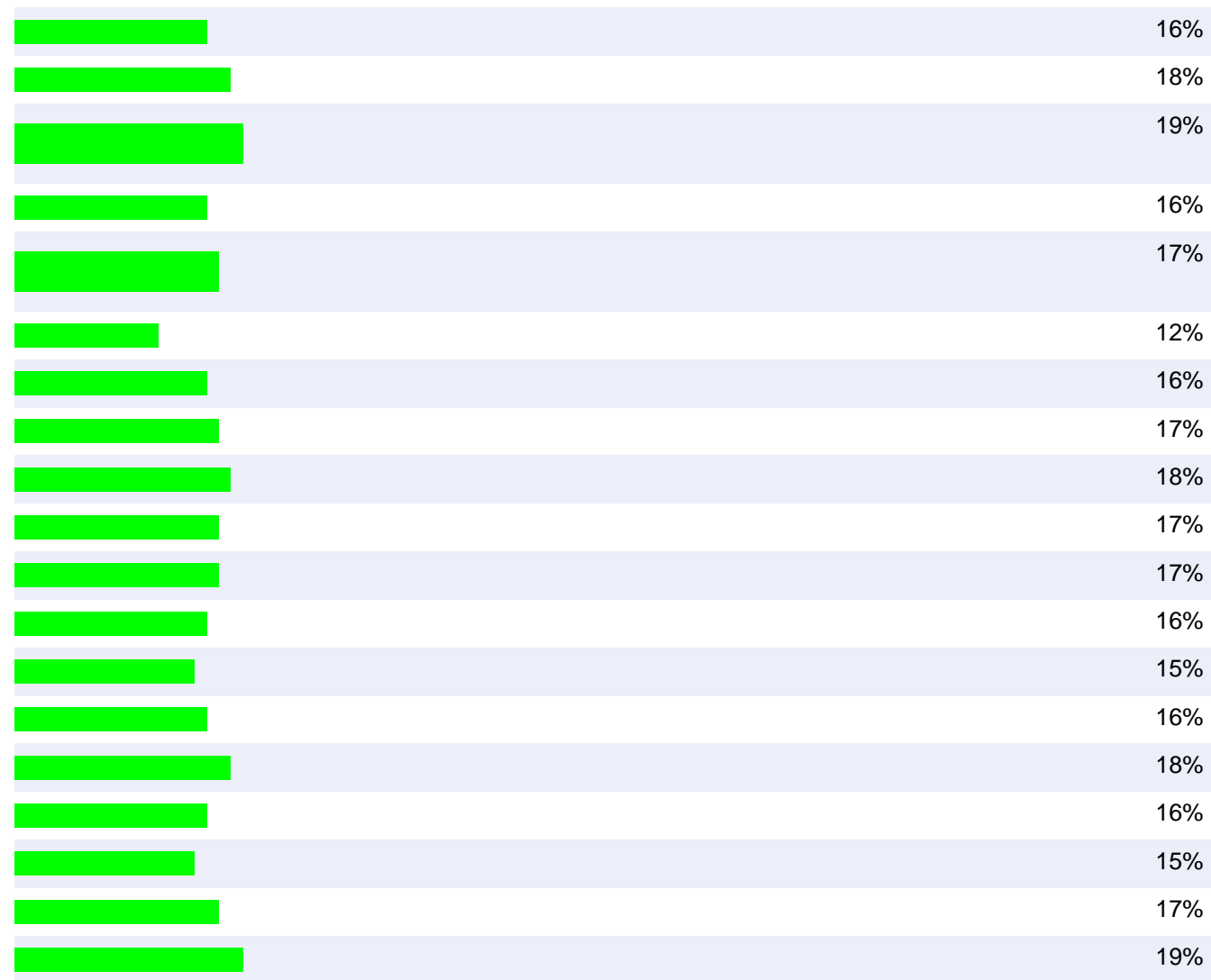
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Not Available

HCAPHS MAss

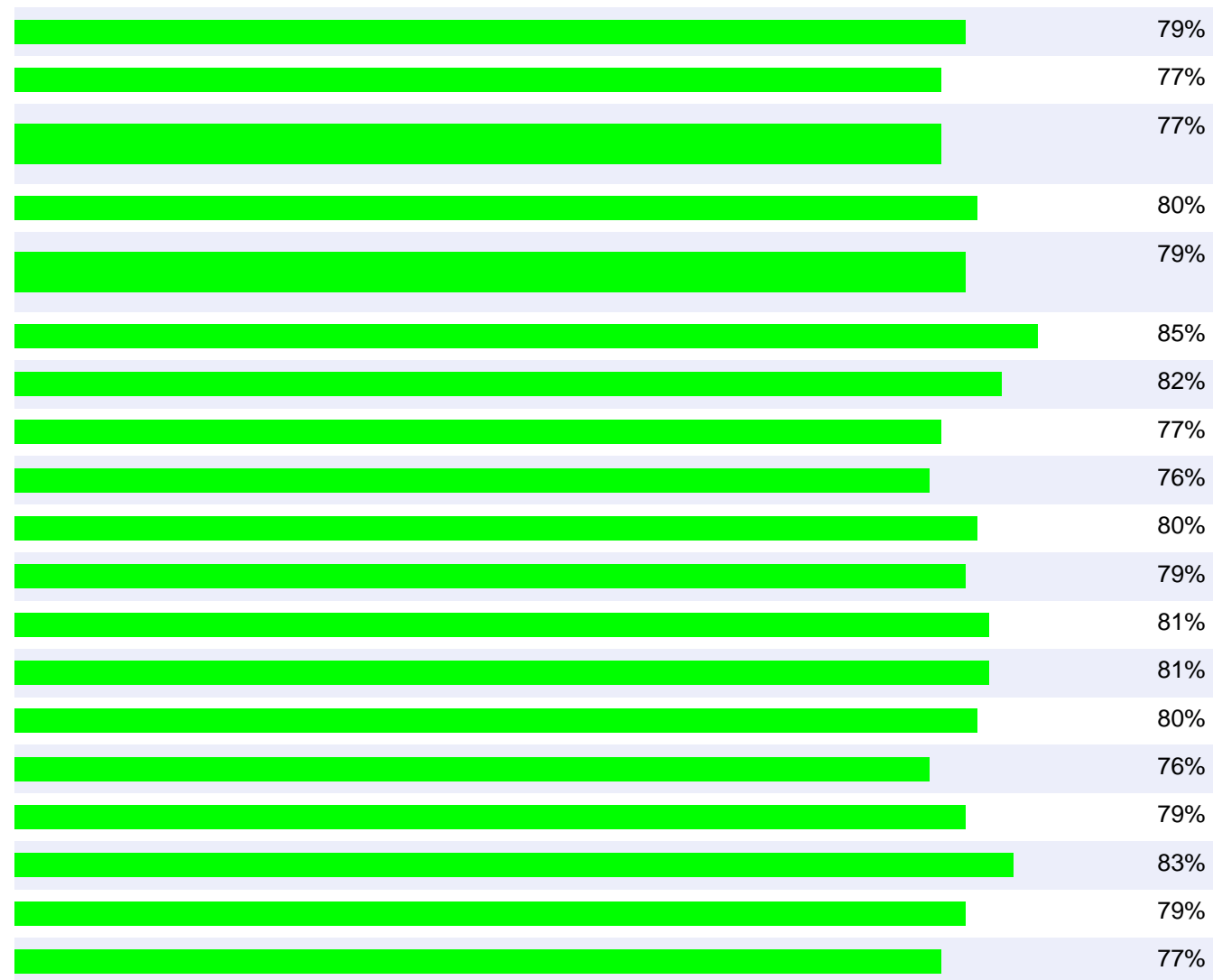
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HCAHPS MAss

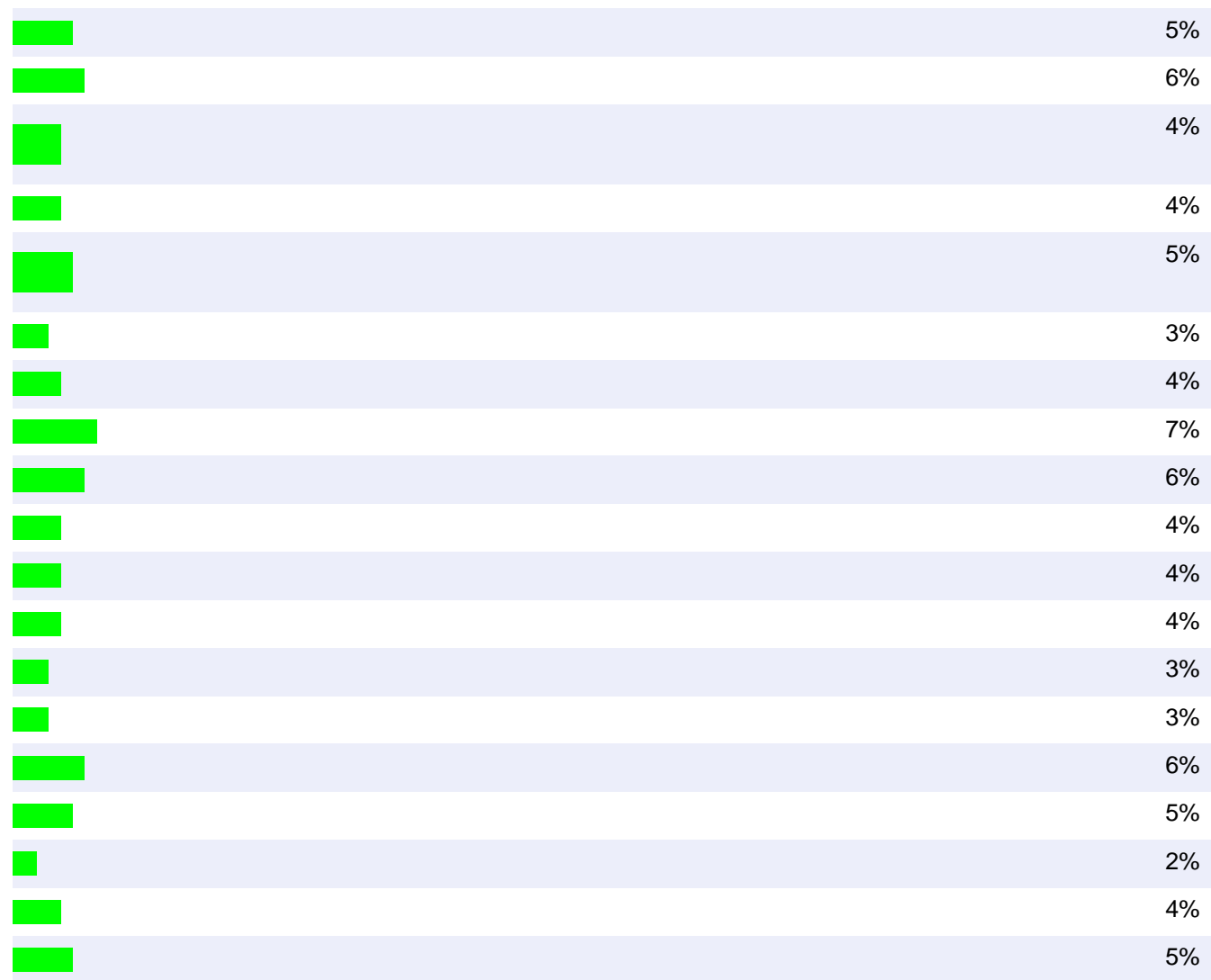
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HCAHPS MAss

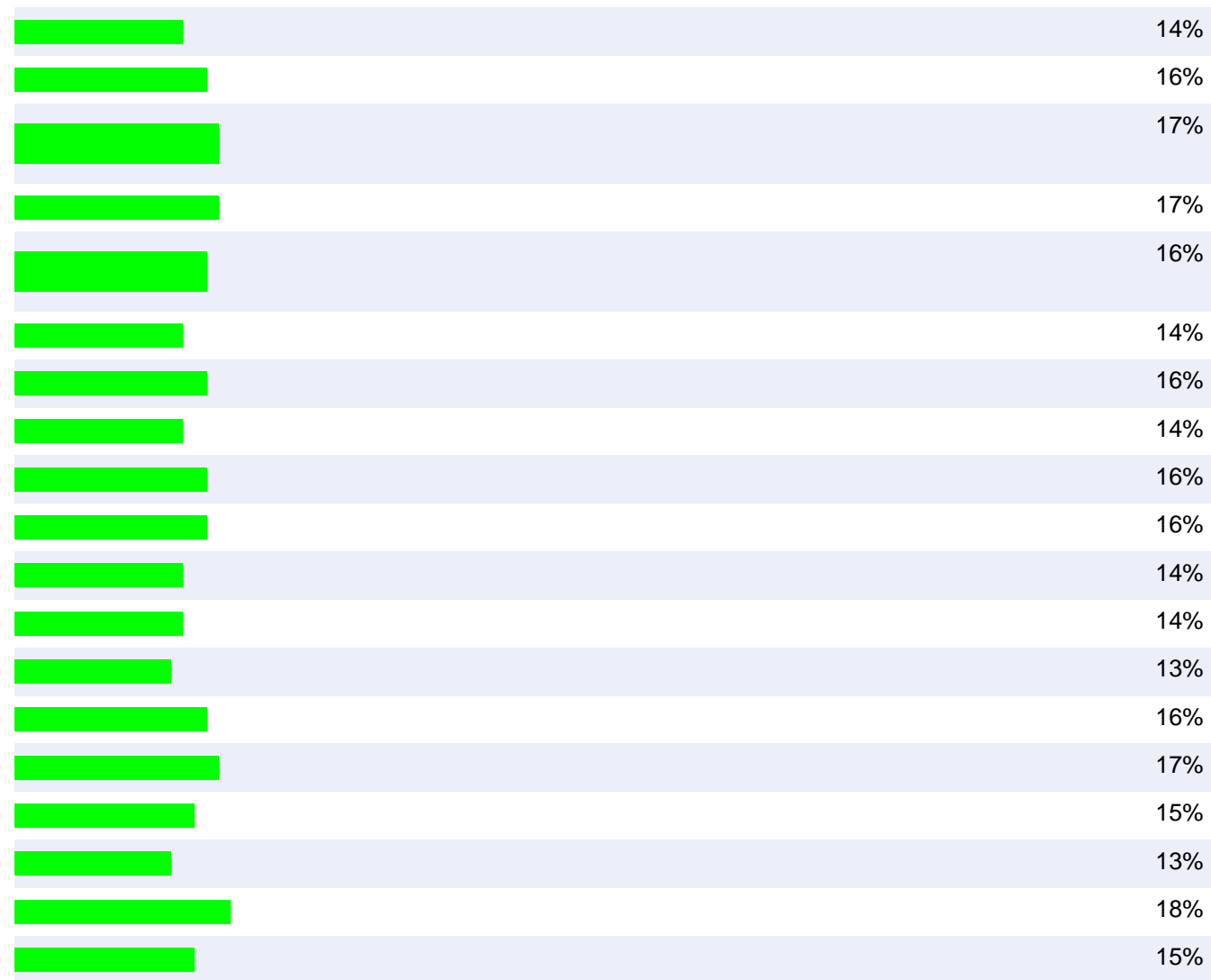
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HCAPHS MAss

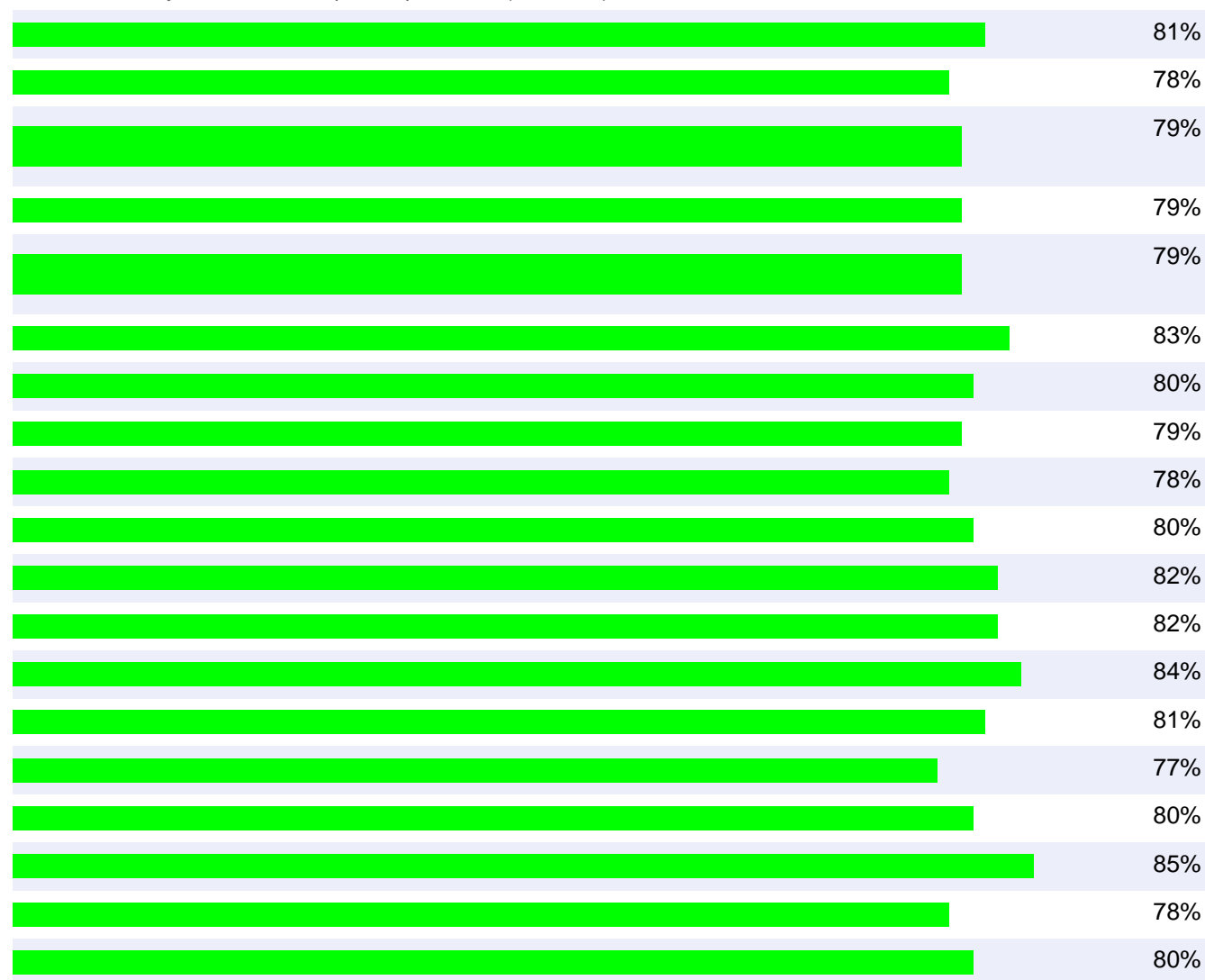
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HCAHPS MAss

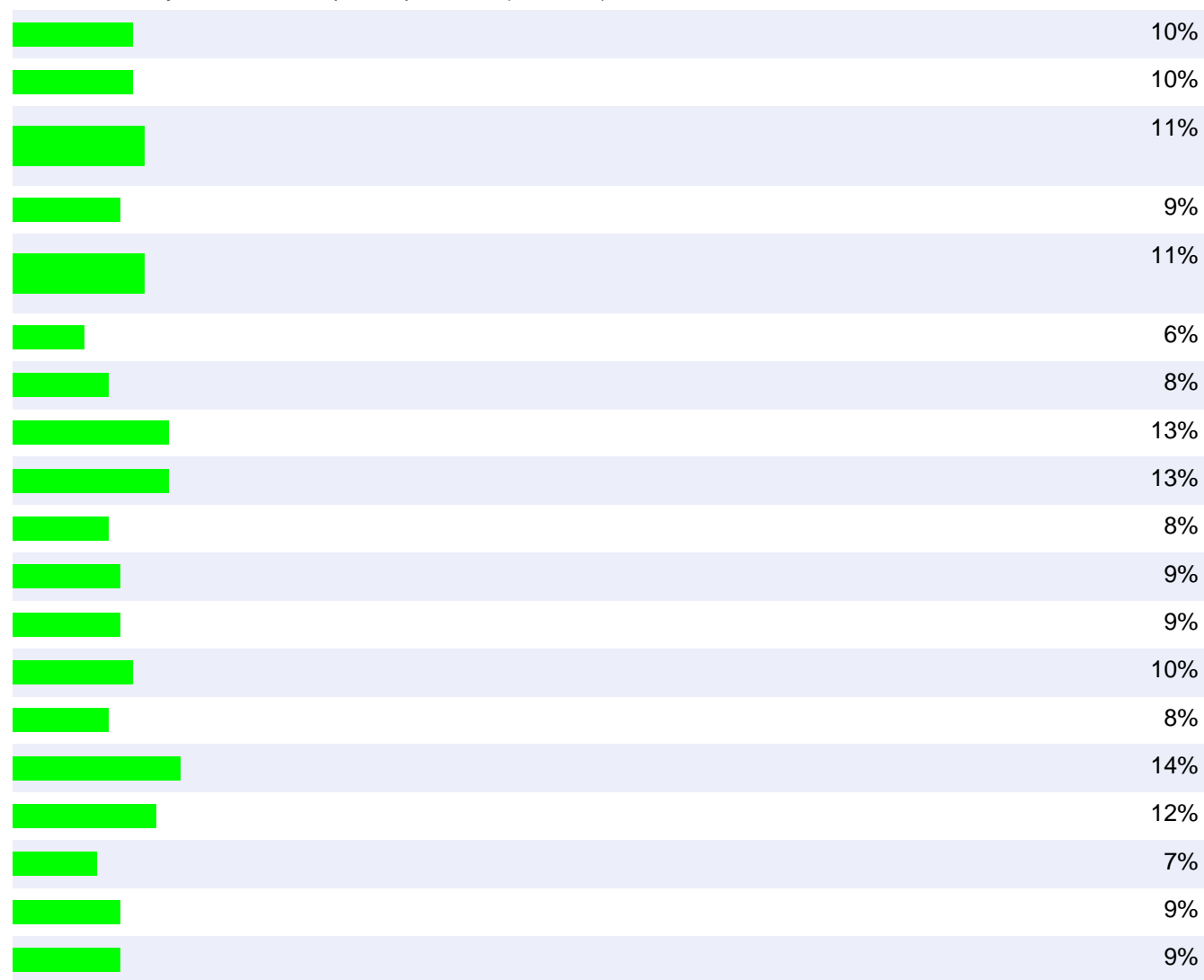
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HCAPHS MAss

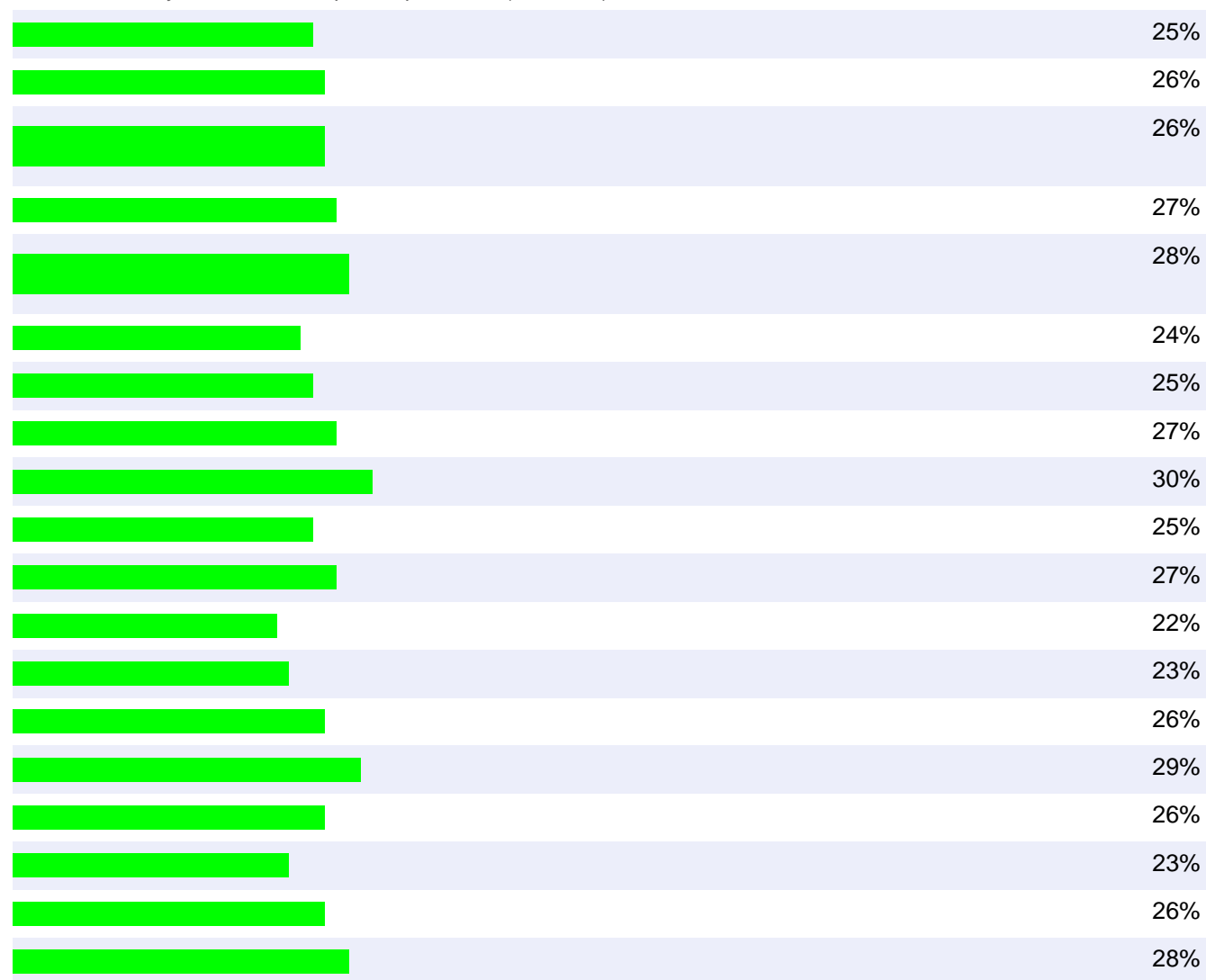
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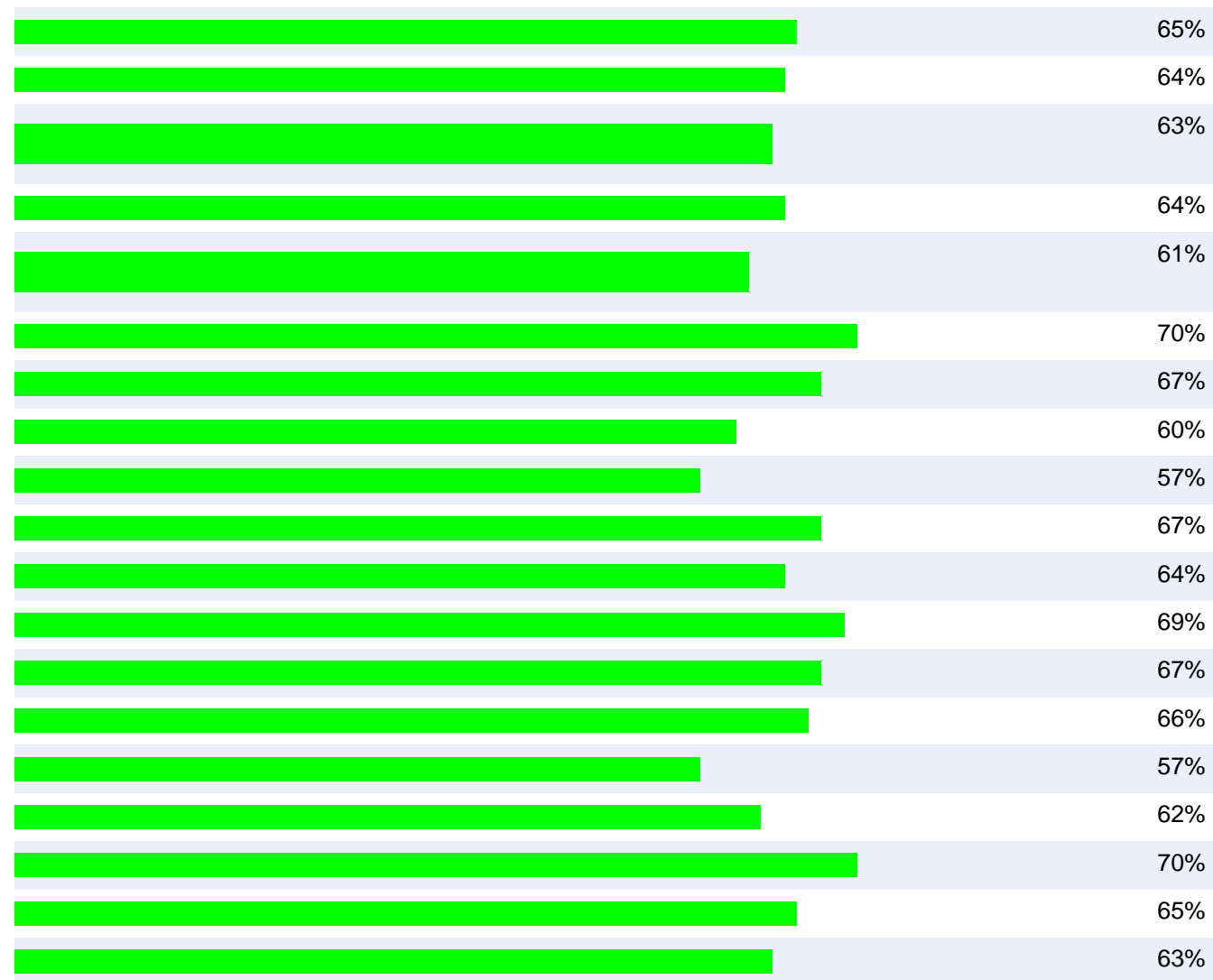
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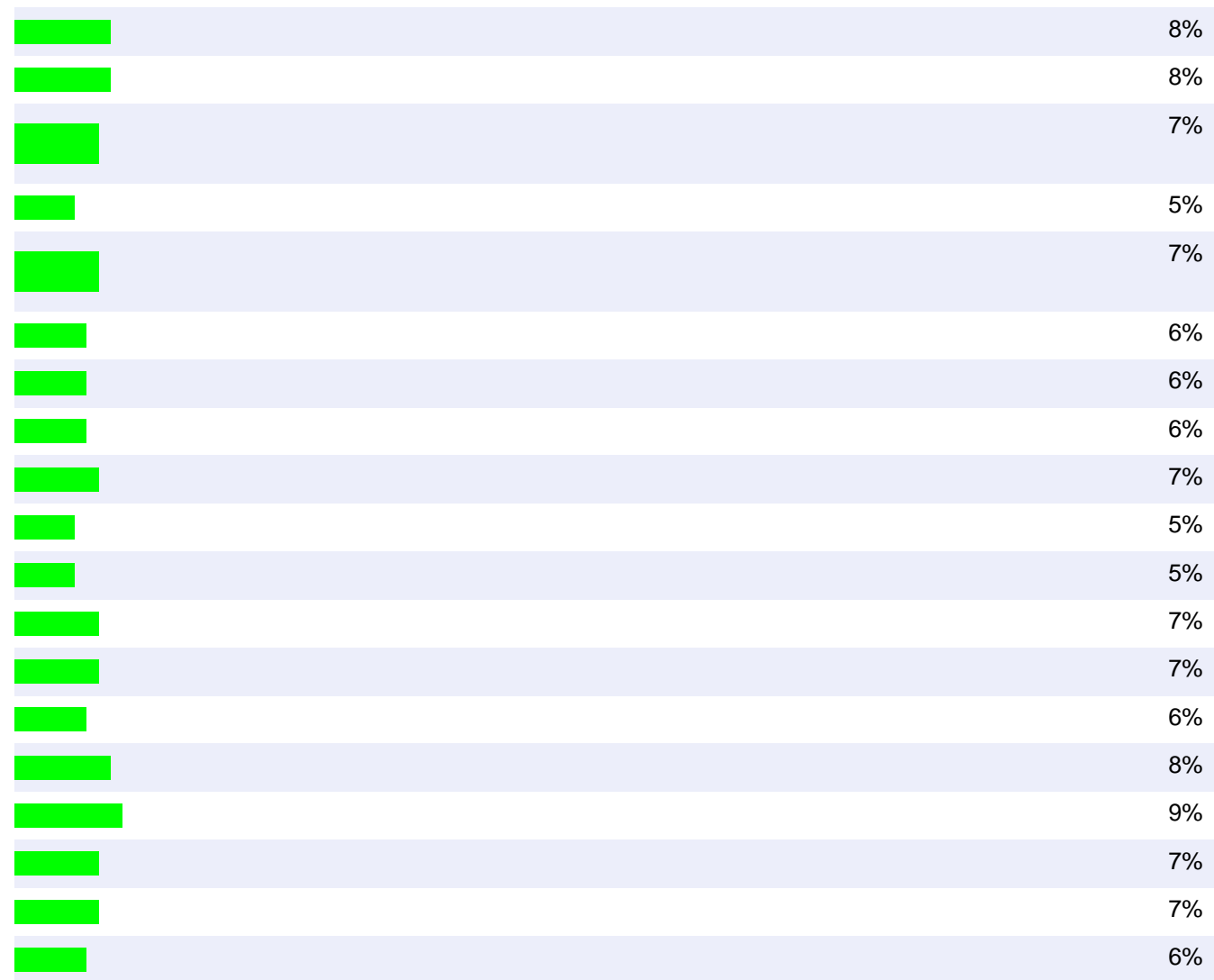
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Not Available

HCAHPS MAss

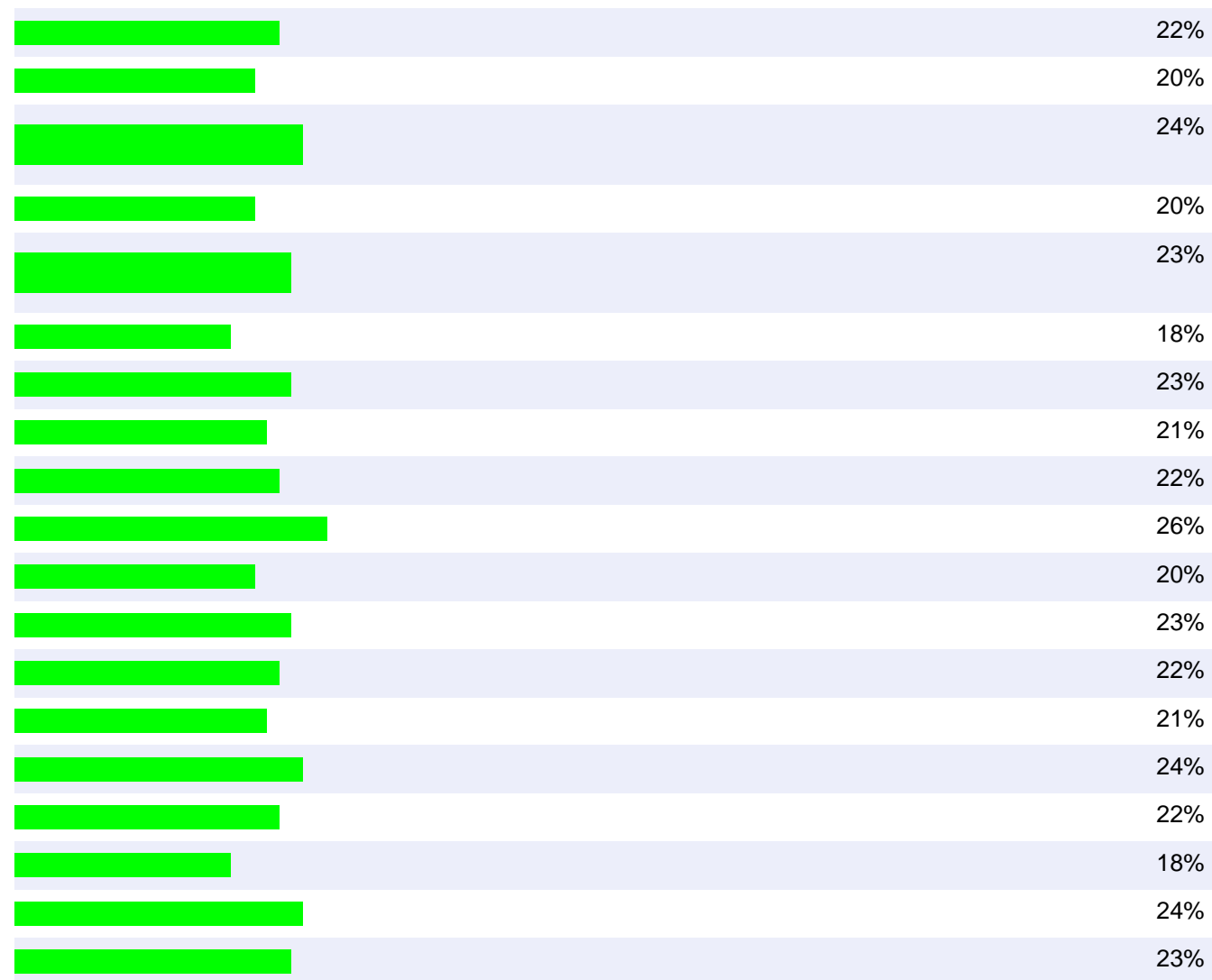
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Not Available

HCAPHS MAss

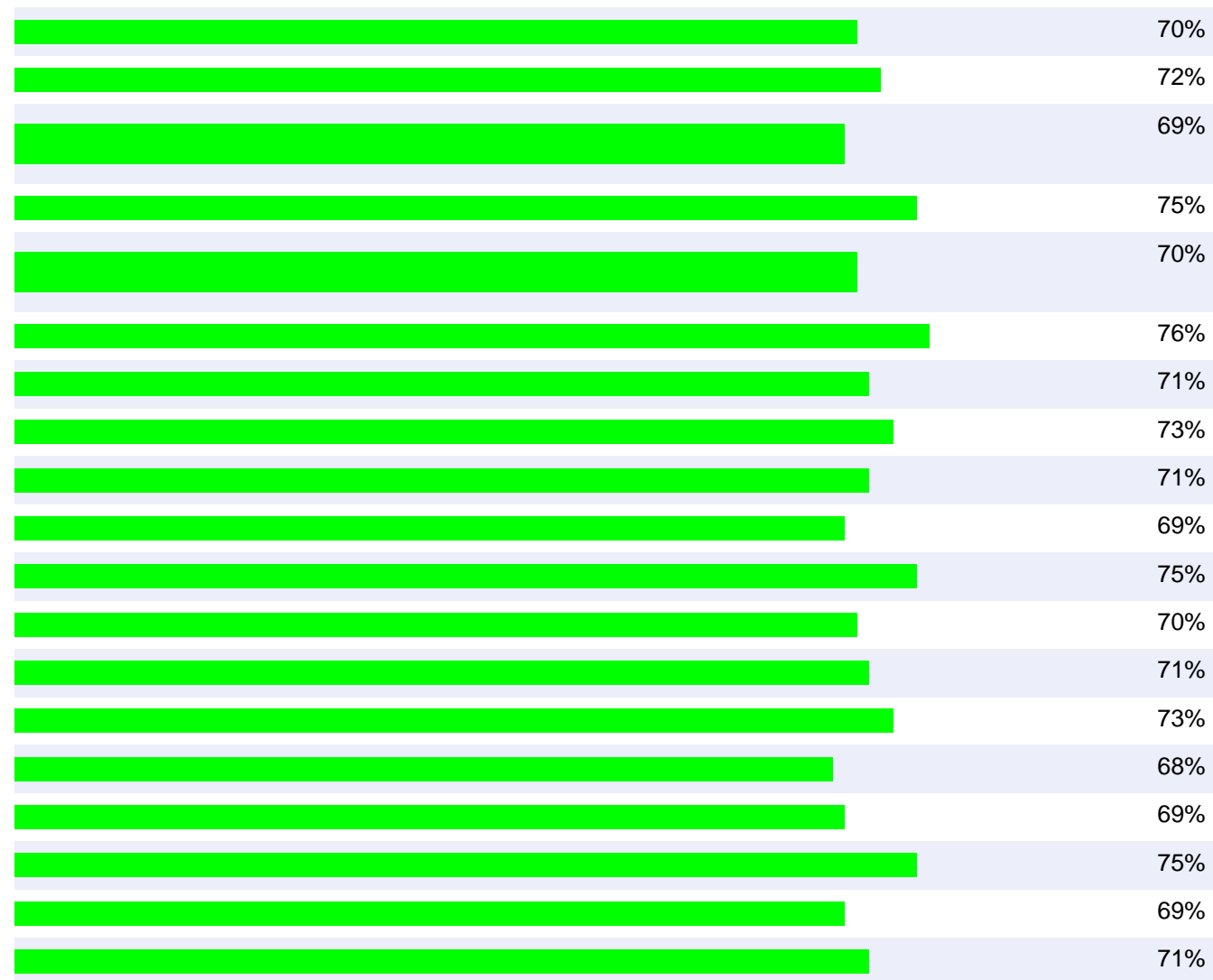
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HCAPHS MAss

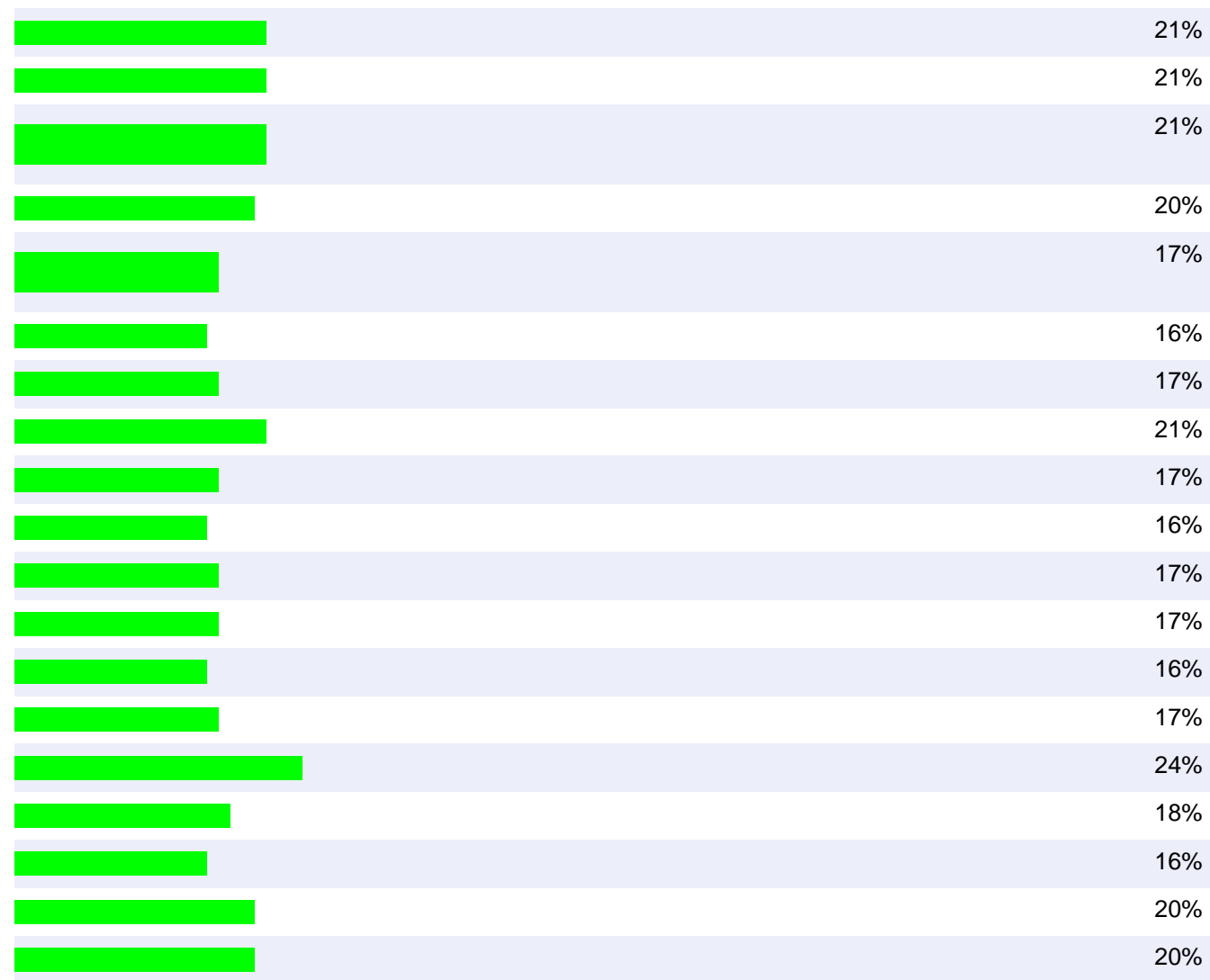
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HCAPHS MAss

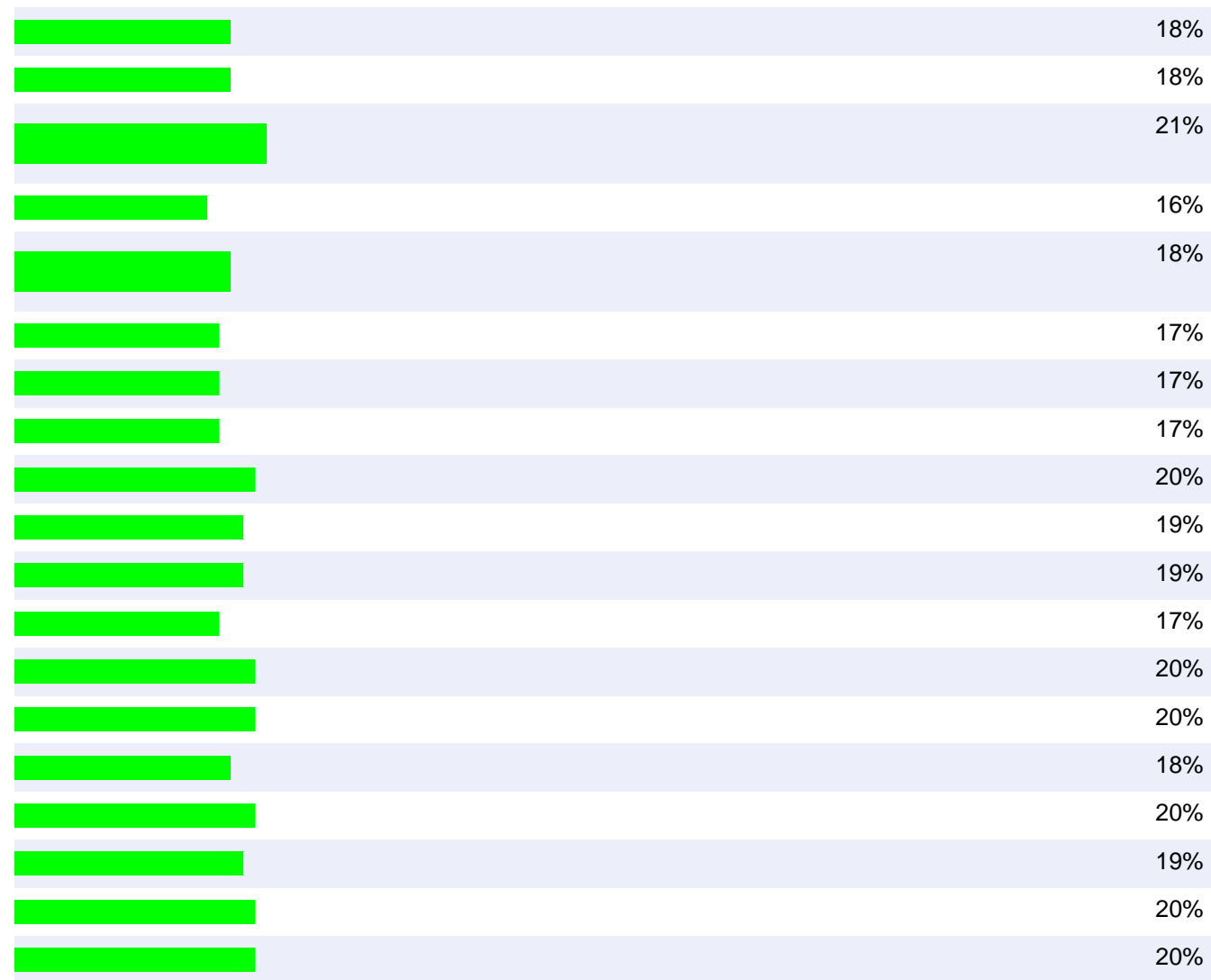
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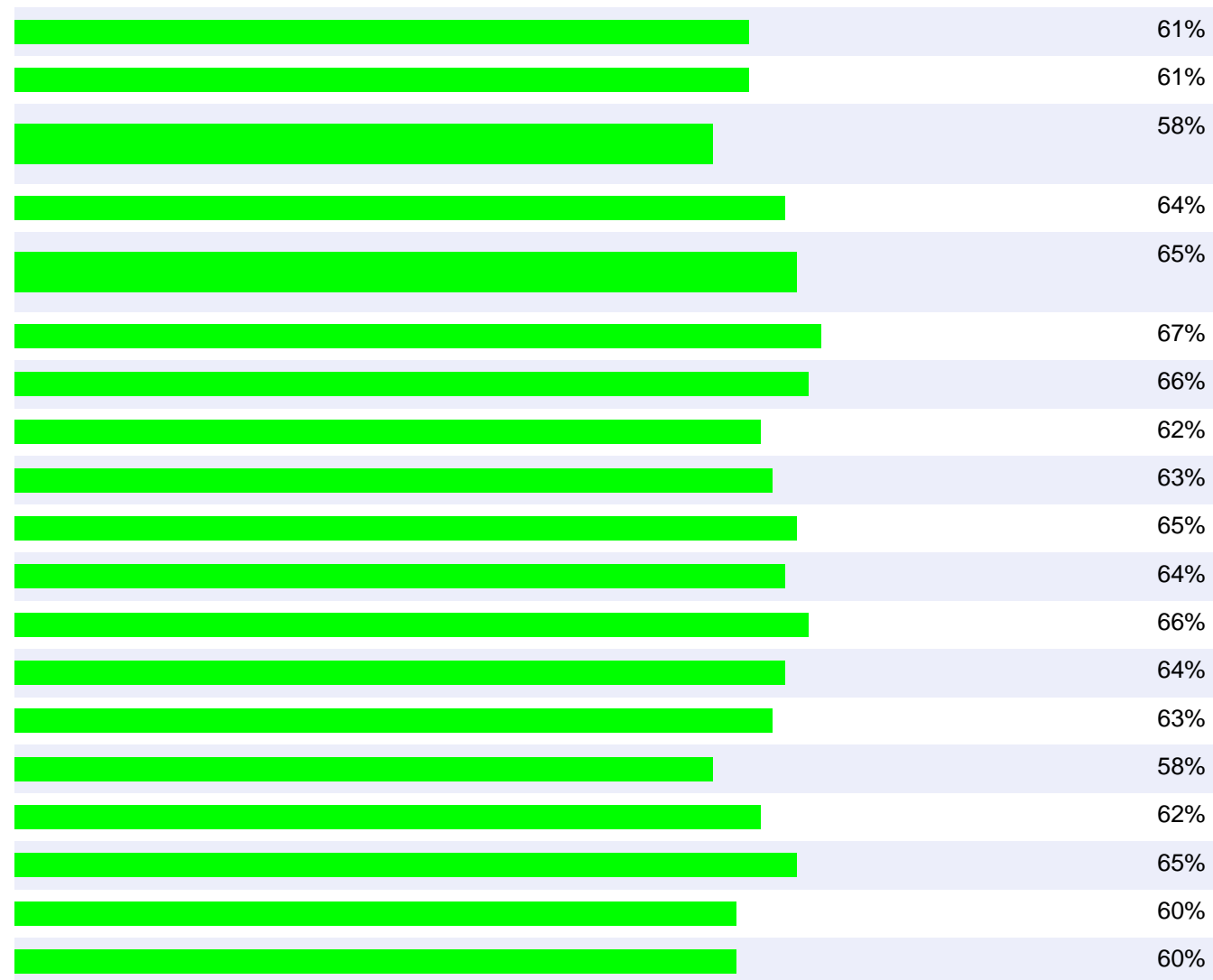
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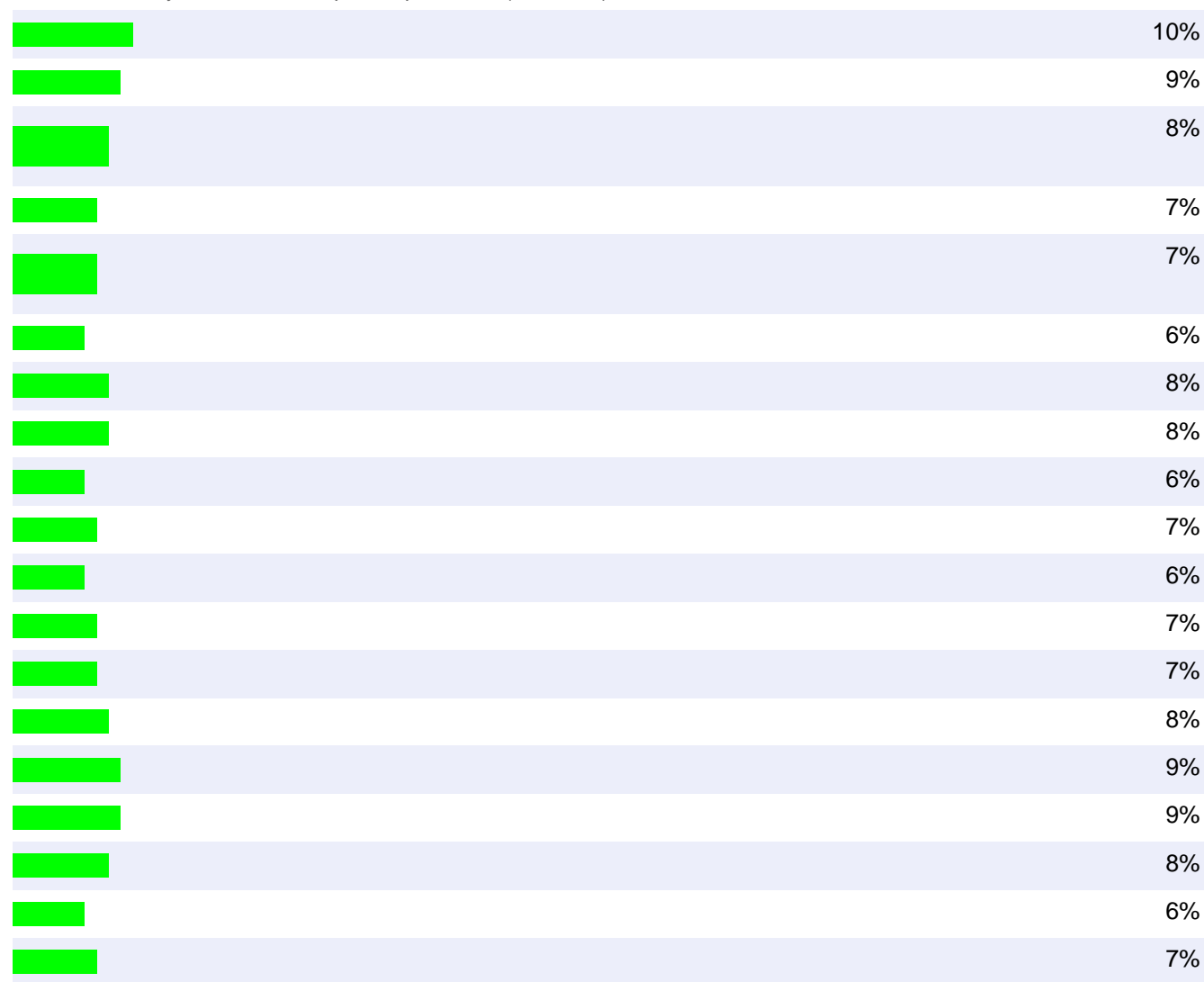
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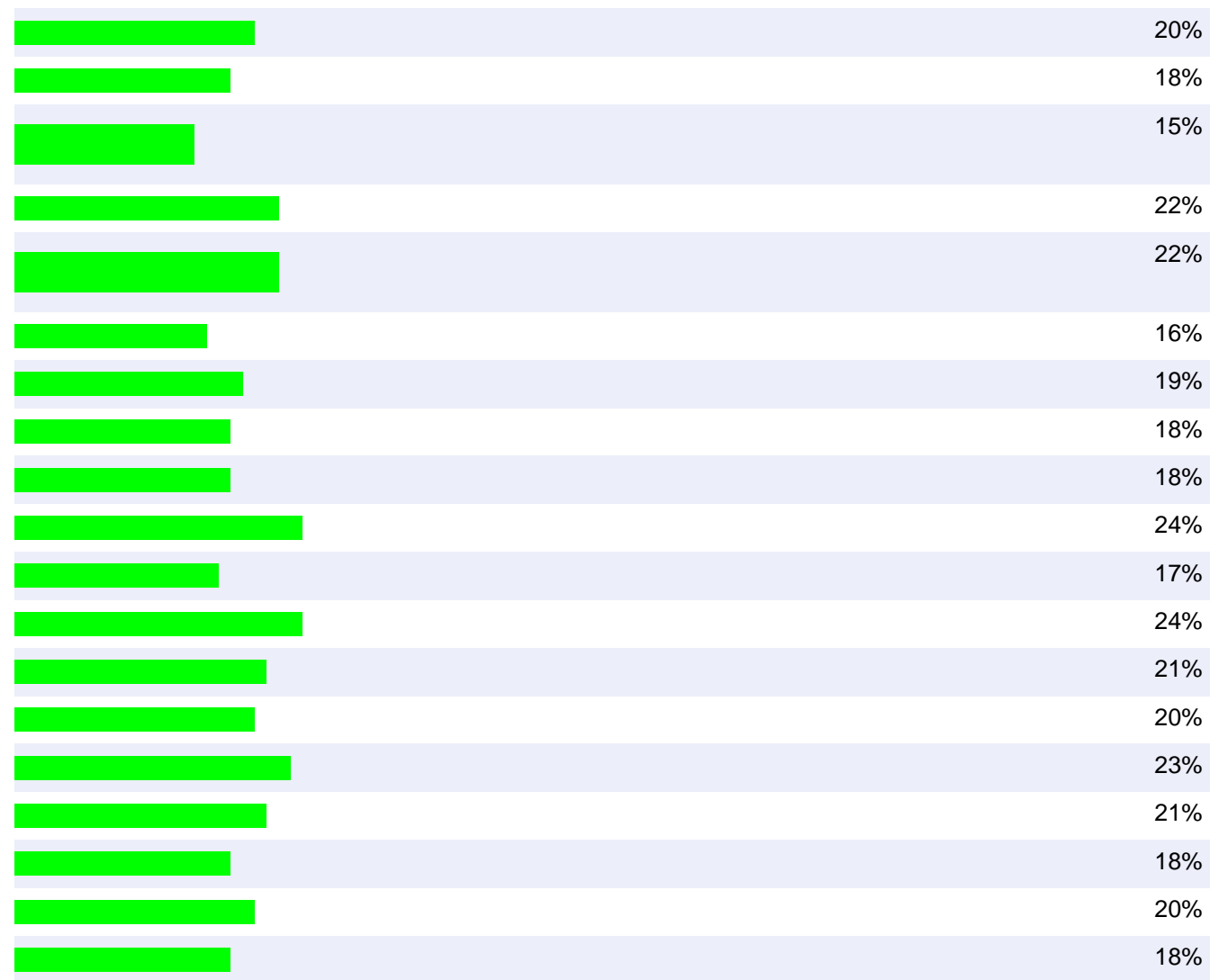
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Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

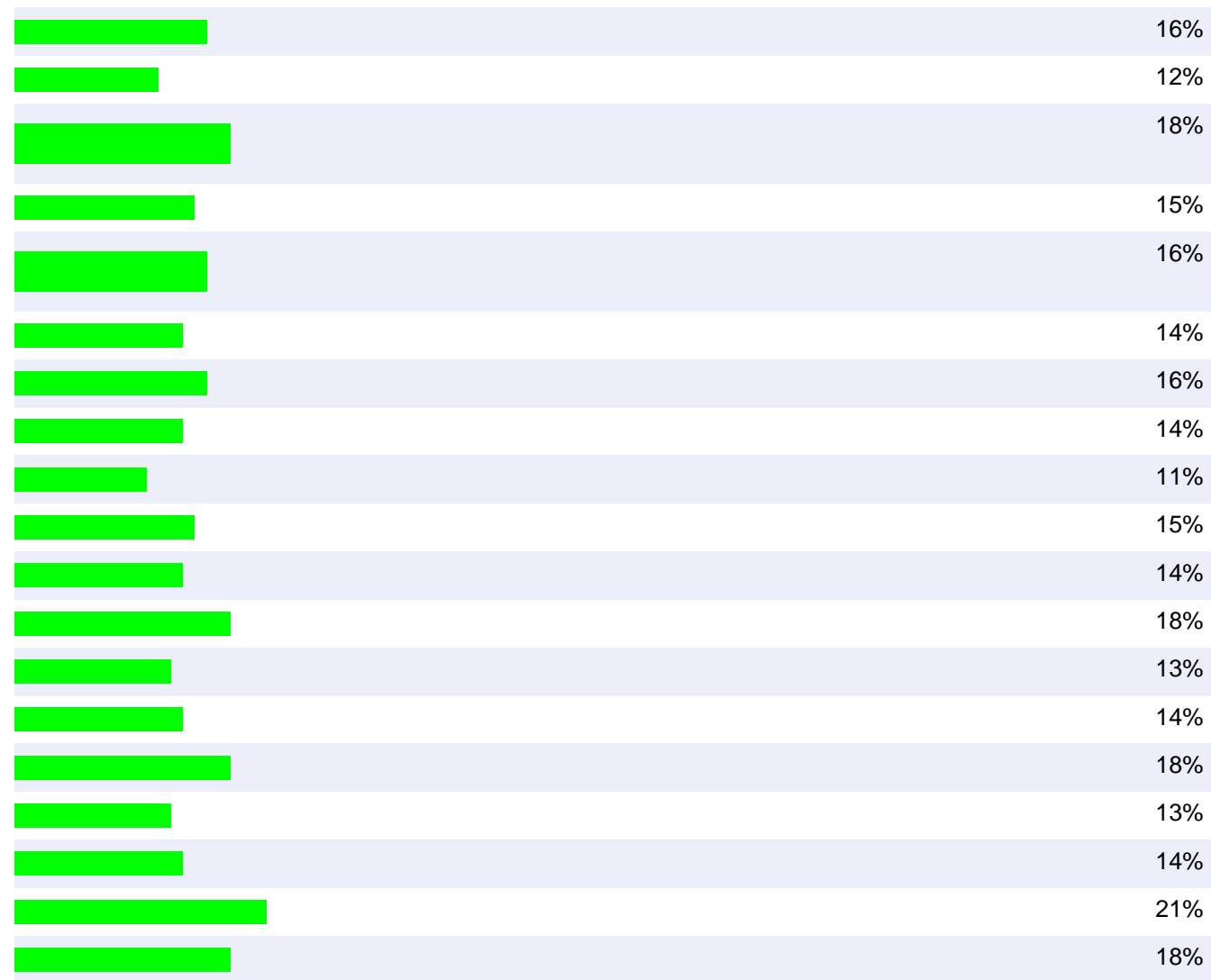
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Not Available

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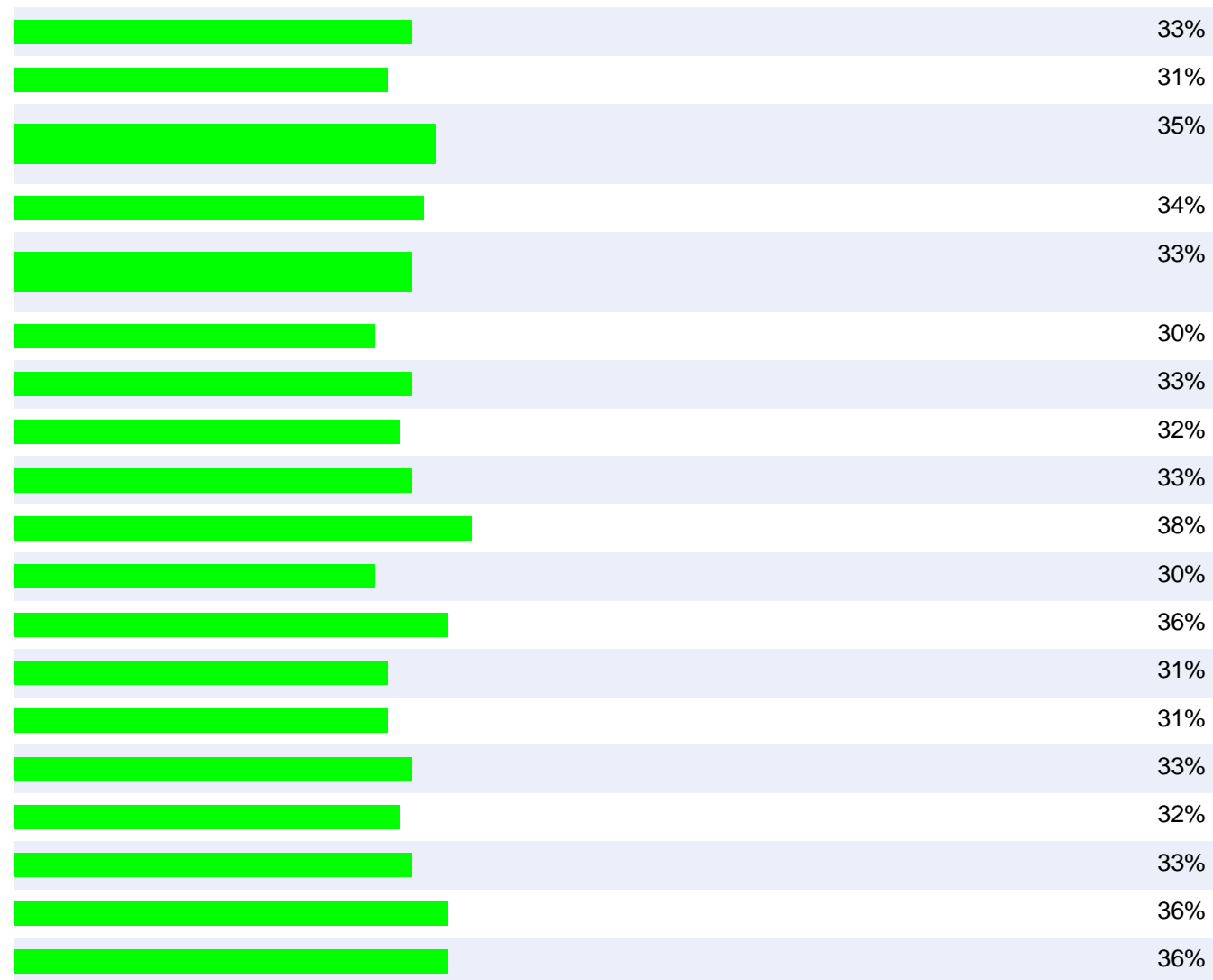
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HCAPHS MA_{ss}

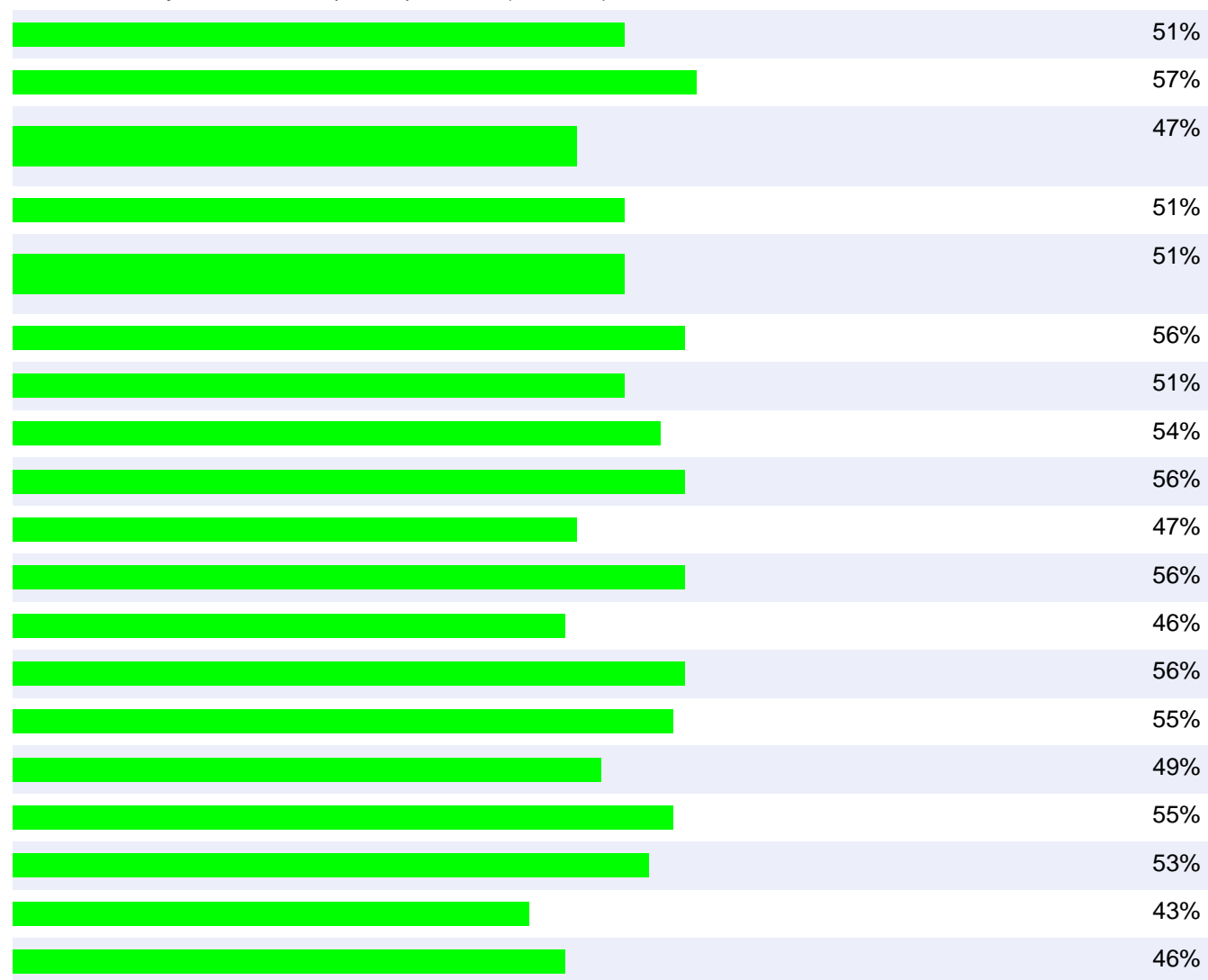
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Not Available

HCAPHS MAss

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Not Available

HCAPHS MAss

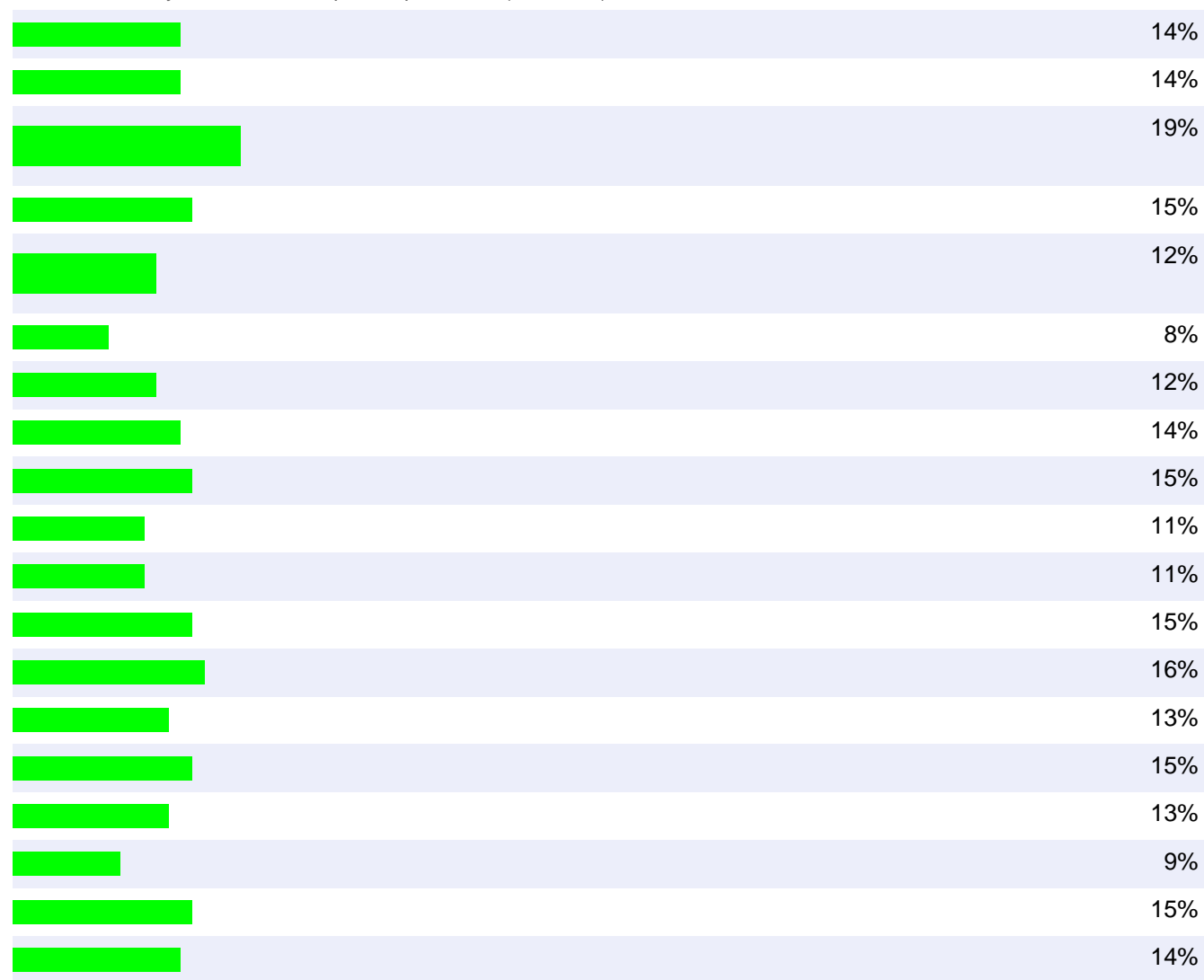
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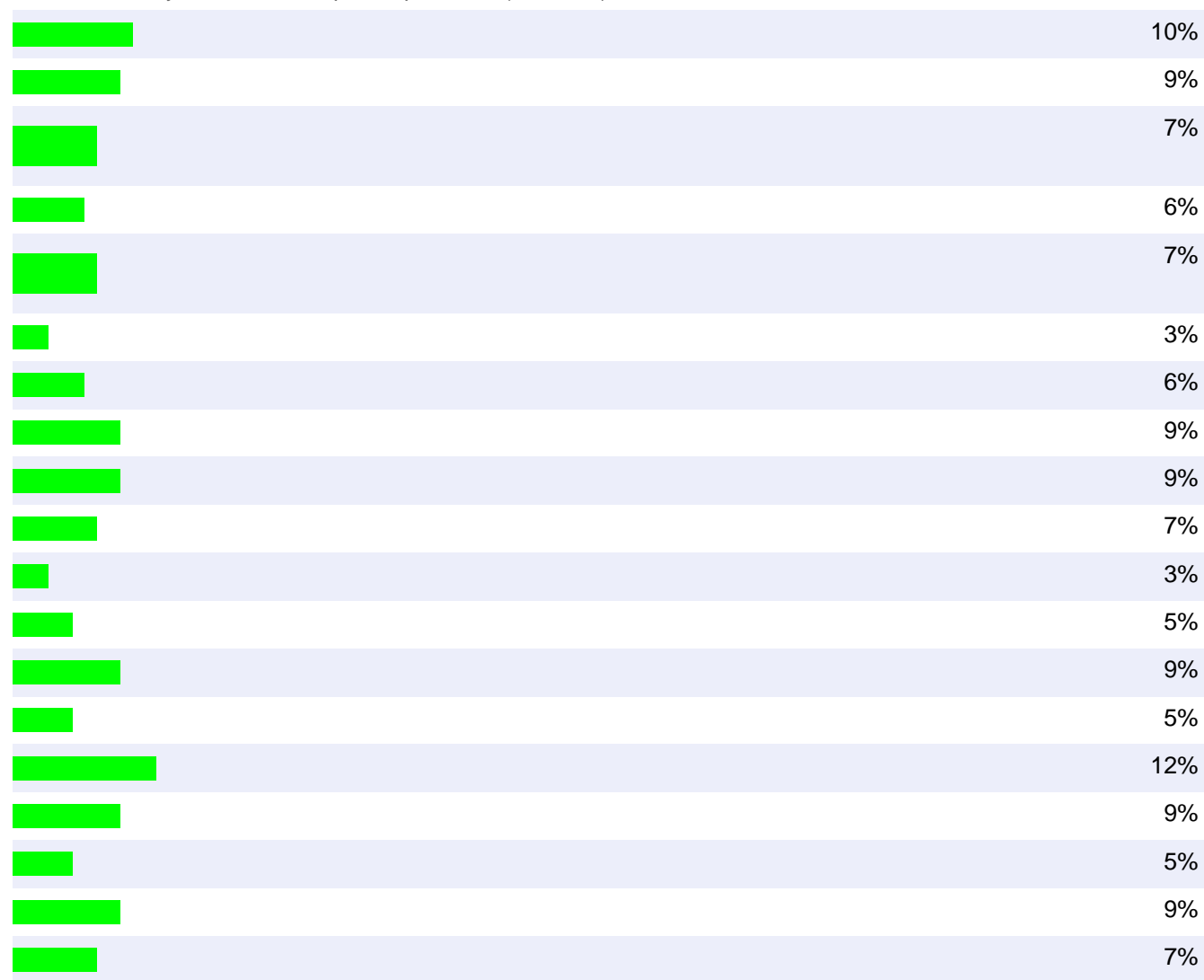
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HCAHPS MAss

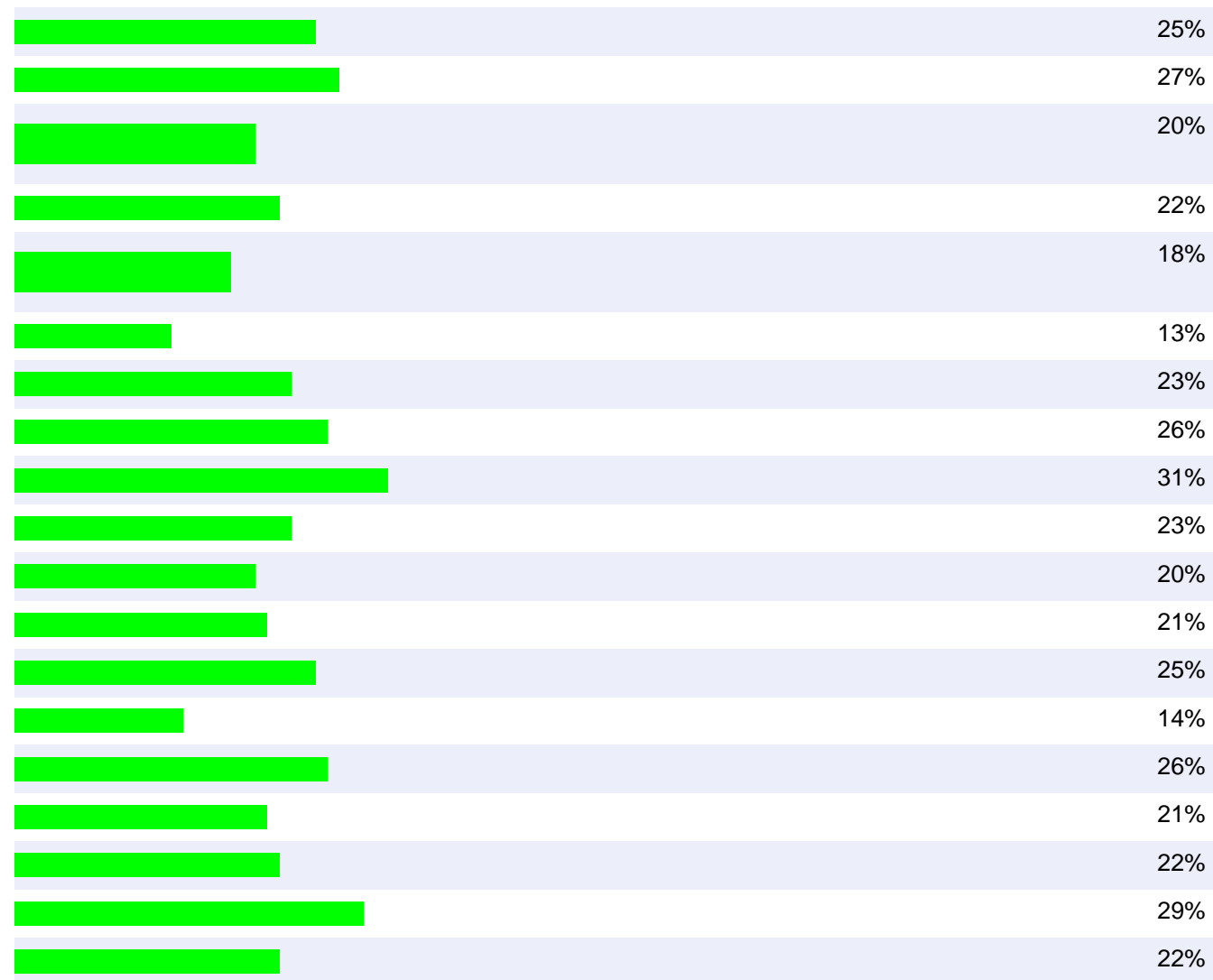
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Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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HCAPHS MAss

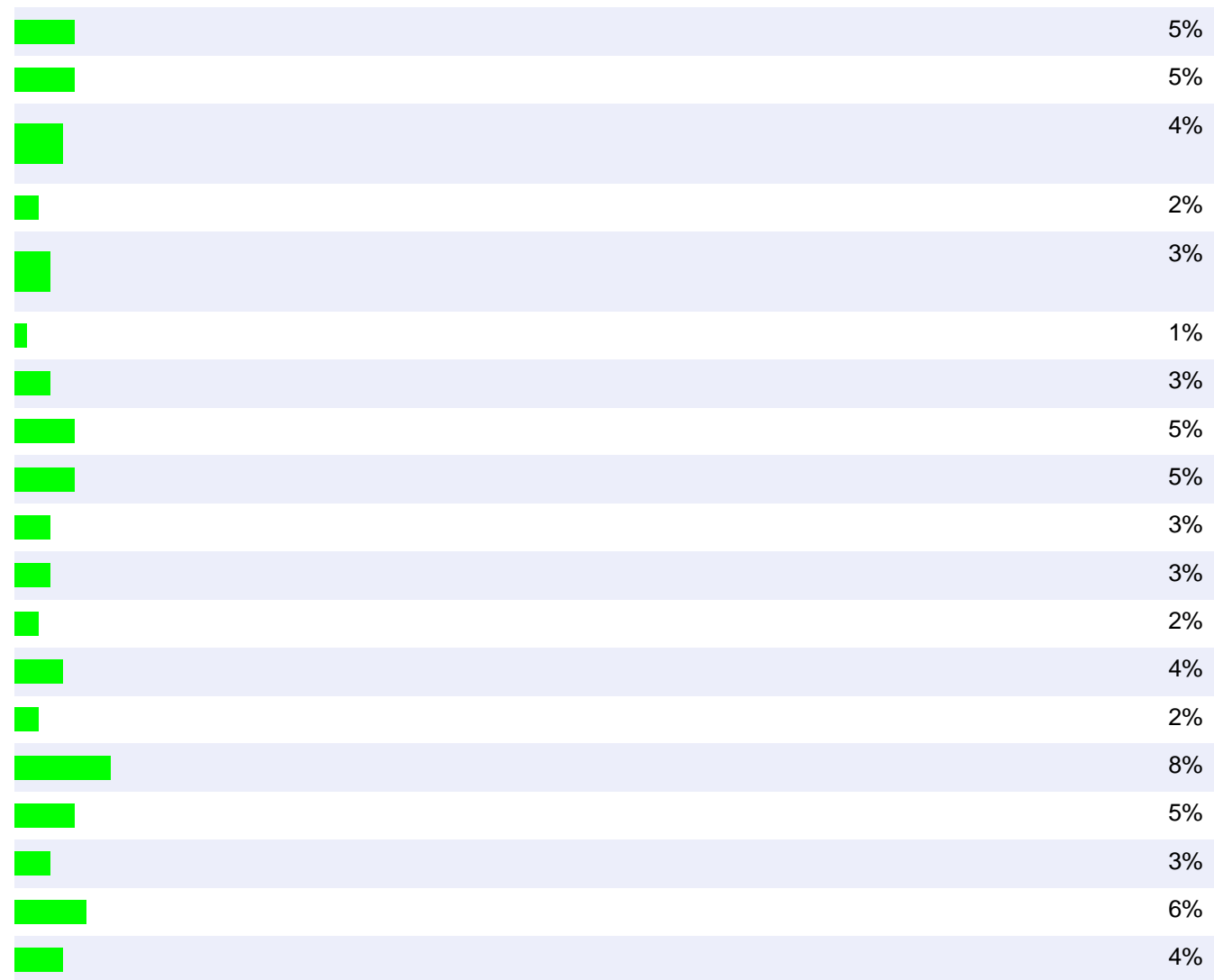
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HCAHPS MAss

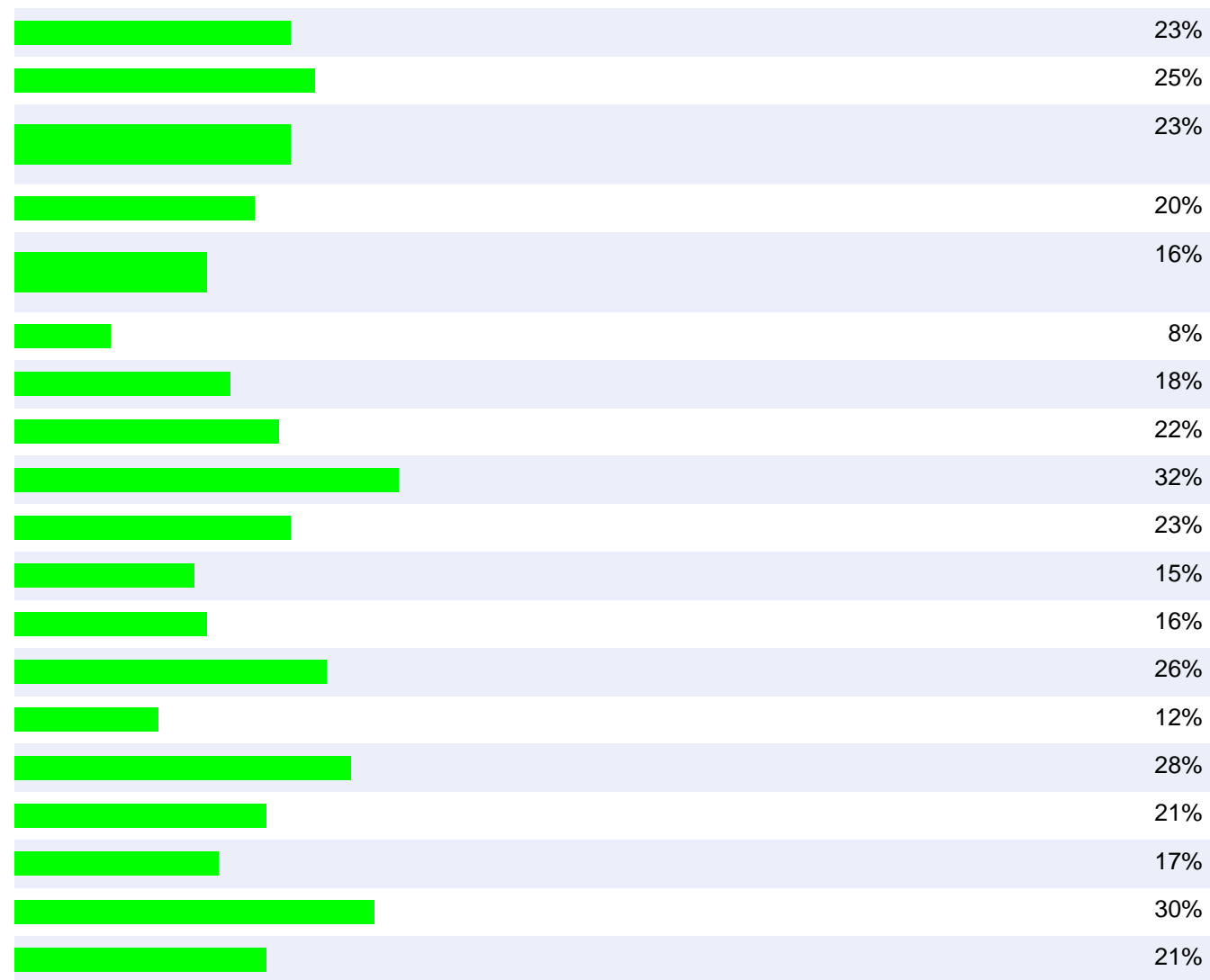
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Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

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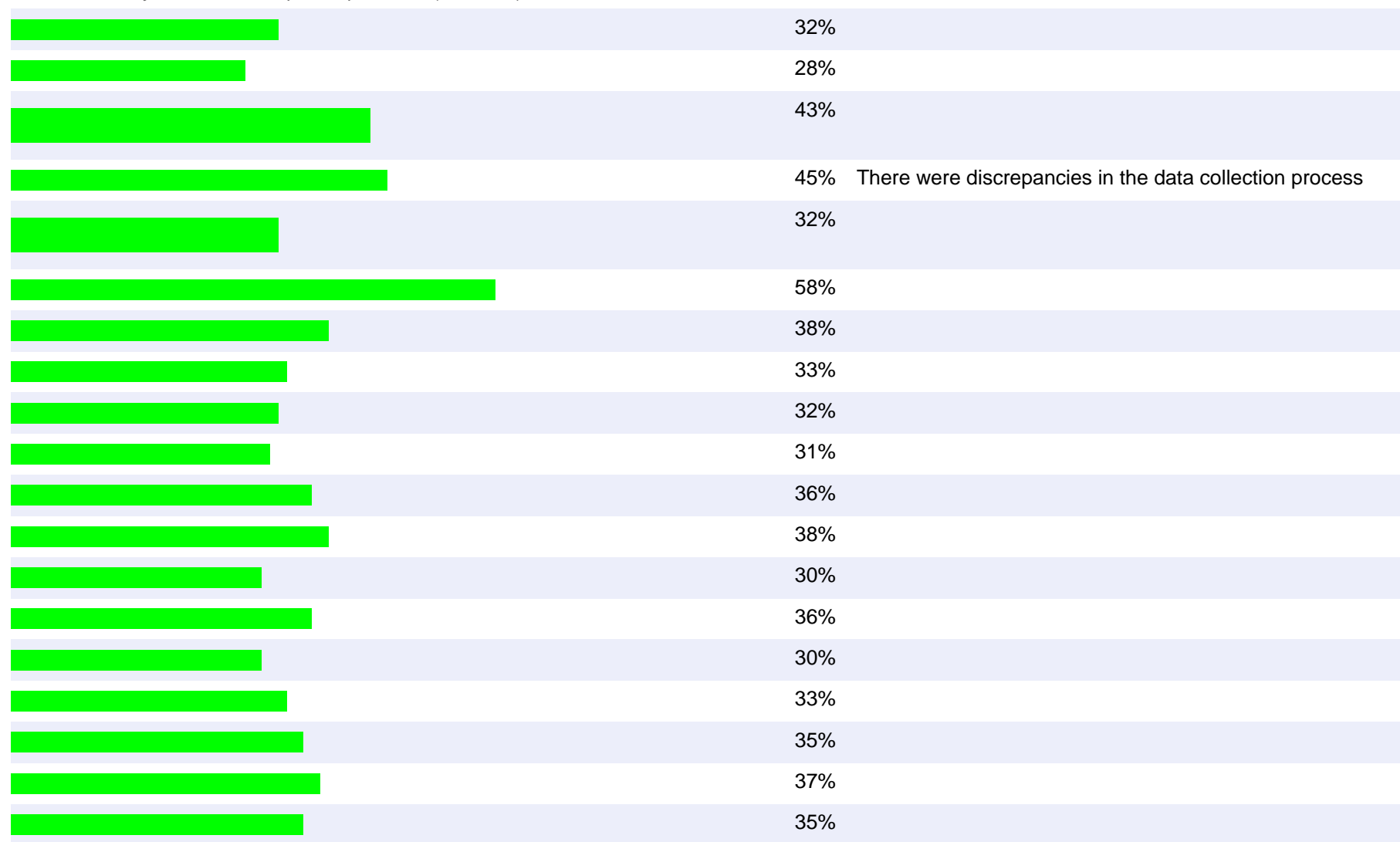
300 or more

300 or more

Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



There were discrepancies in the data collection process

Not Available

Survey results are not available for this reporting period

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

220163	UMASS MEMORIAL MEDICAL CENTER INC	55 LAKE AVENUE NORTH
220171	LAHEY CLINIC HOSPITAL	41 & 45 MALL ROAD
220174	MERRIMACK VALLEY HOSPITAL	140 LINCOLN AVENUE
220175	METROWEST MEDICAL CENTER	115 LINCOLN STREET
220176	ST VINCENT HOSPITAL	123 SUMMER STREET
220177	NANTUCKET COTTAGE HOSPITAL	57 PROSPECT STREET
221300	MARTHA'S VINEYARD HOSPITAL INC	ONE HOSPITAL ROAD PO BOX 1477
221302	FAIRVIEW HOSPITAL	29 LEWIS AVENUE
221303	ATHOL MEMORIAL HOSPITAL	2033 MAIN STREET
223302	BOSTON CHILDREN'S HOSPITAL	300 LONGWOOD AVENUE

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	WORCESTER	MA
	BURLINGTON	MA
	HAVERHILL	MA
	FRAMINGHAM	MA
	WORCESTER	MA
	NANTUCKET	MA
	OAK BLUFFS	MA
	GREAT BARRINGTON	MA
	ATHOL	MA
	BOSTON	MA

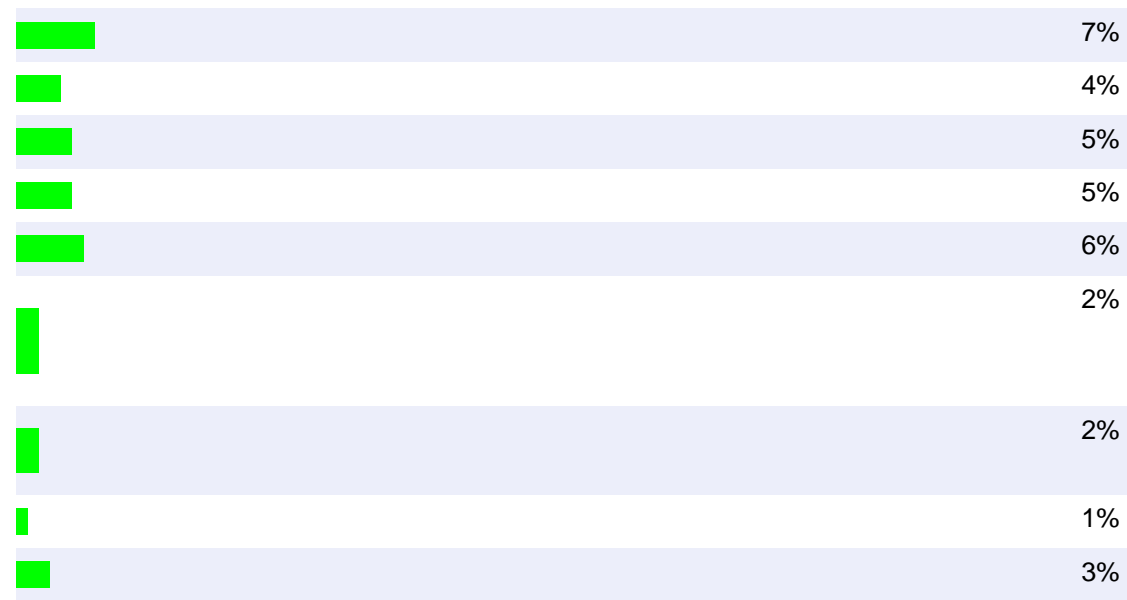
HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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01803	MIDDLESEX	7817445100
01830	ESSEX	9783742000
01701	MIDDLESEX	5083831000
01608	WORCESTER	5083635000
02554	NANTUCKET	5082281200
02557	DUKES	5086930410
01230	BERKSHIRE	4135280790
01331	WORCESTER	9782493511
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HCAPHS MAss

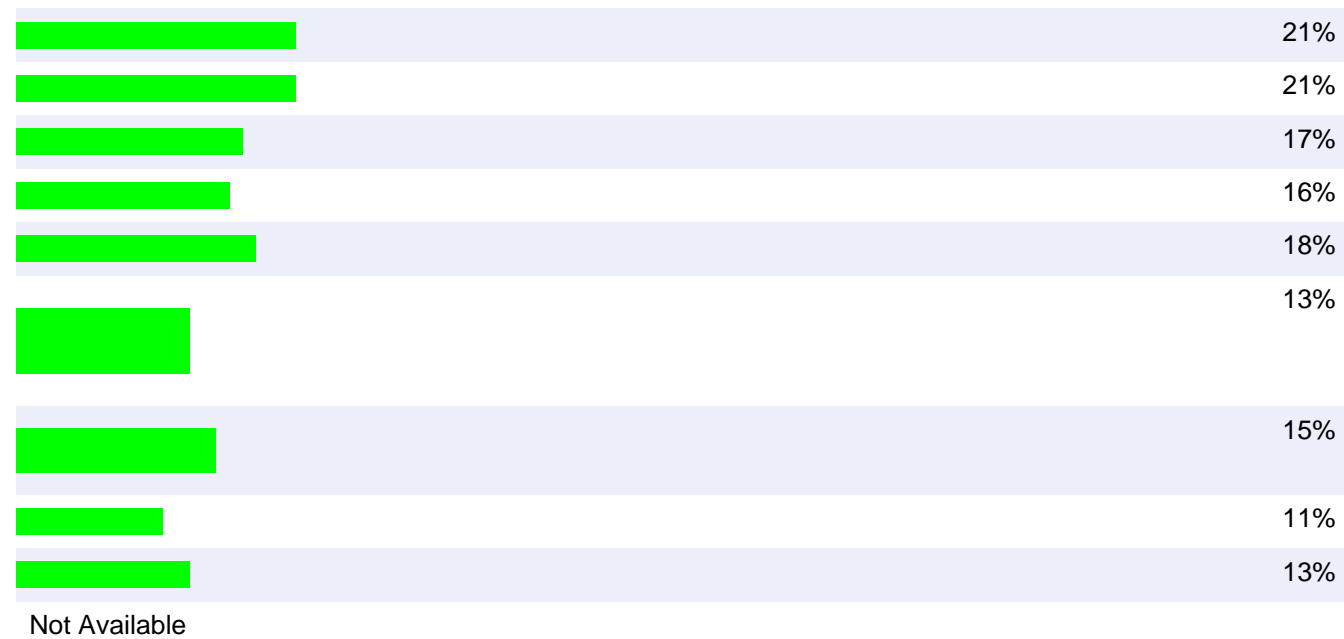
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAPHS MAss

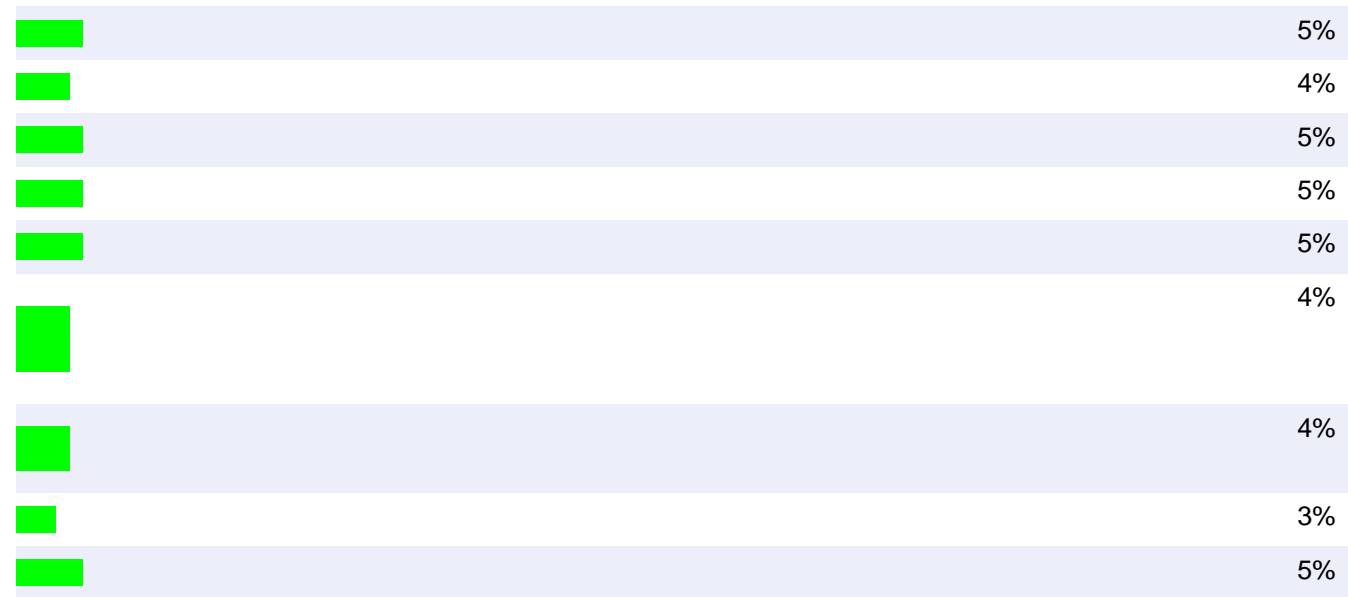
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HCAPHS MAss

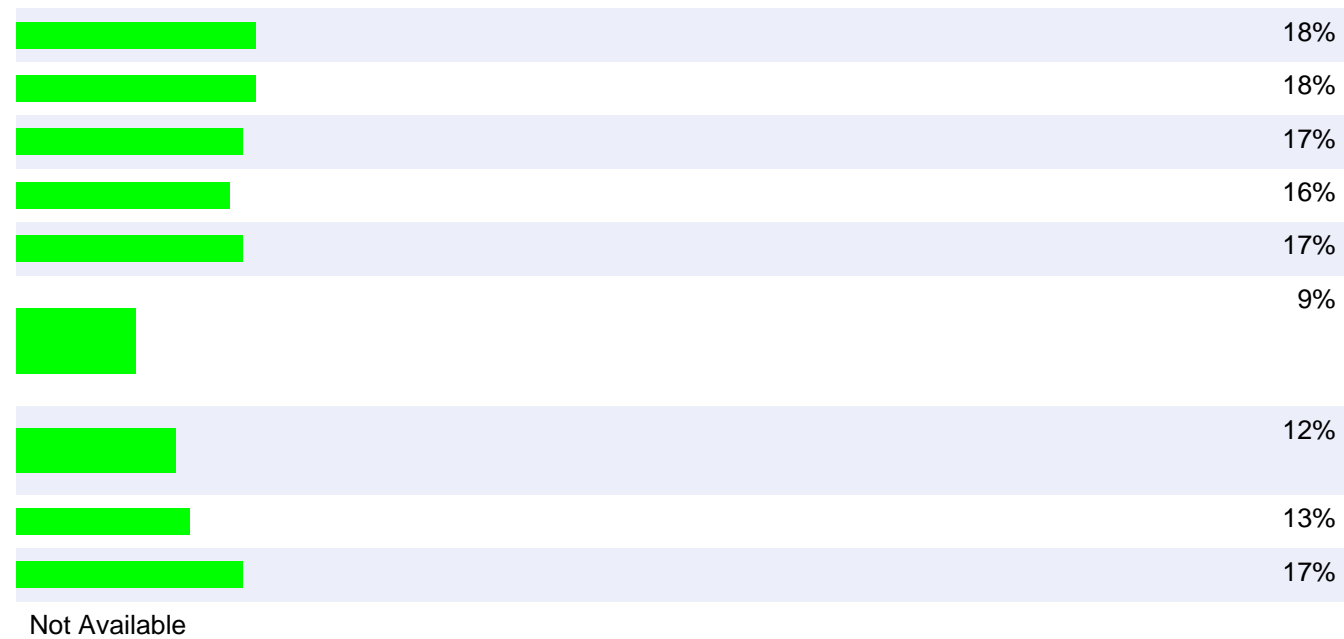
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Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAPHS MAss

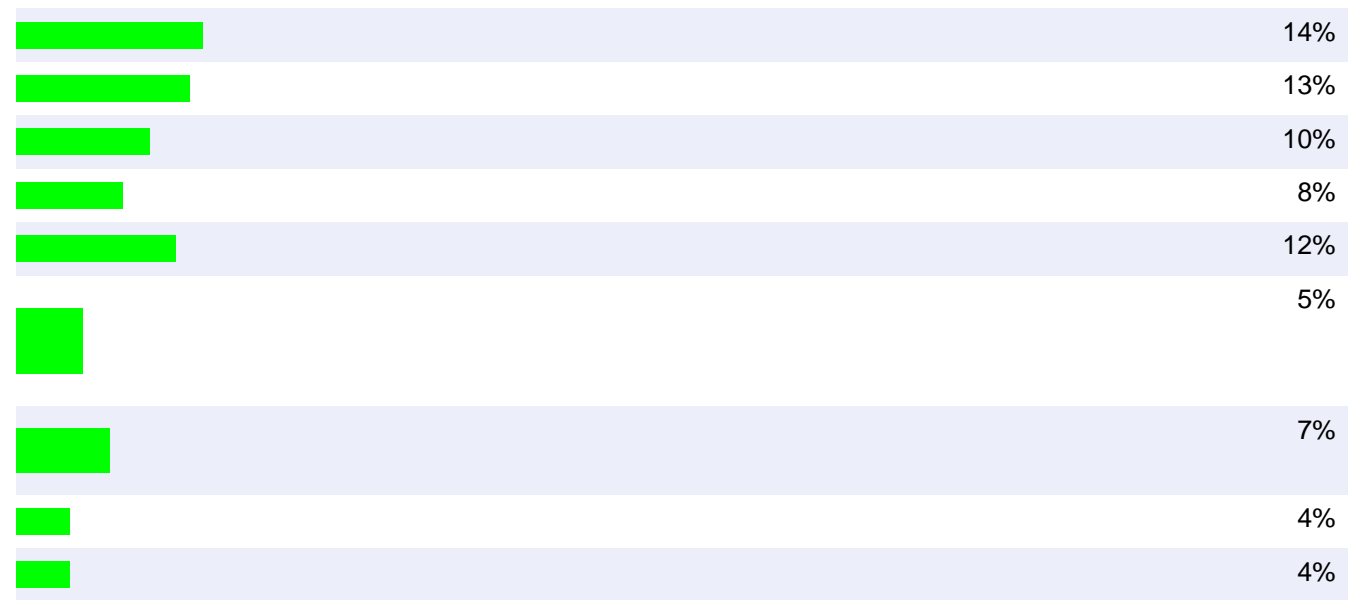
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

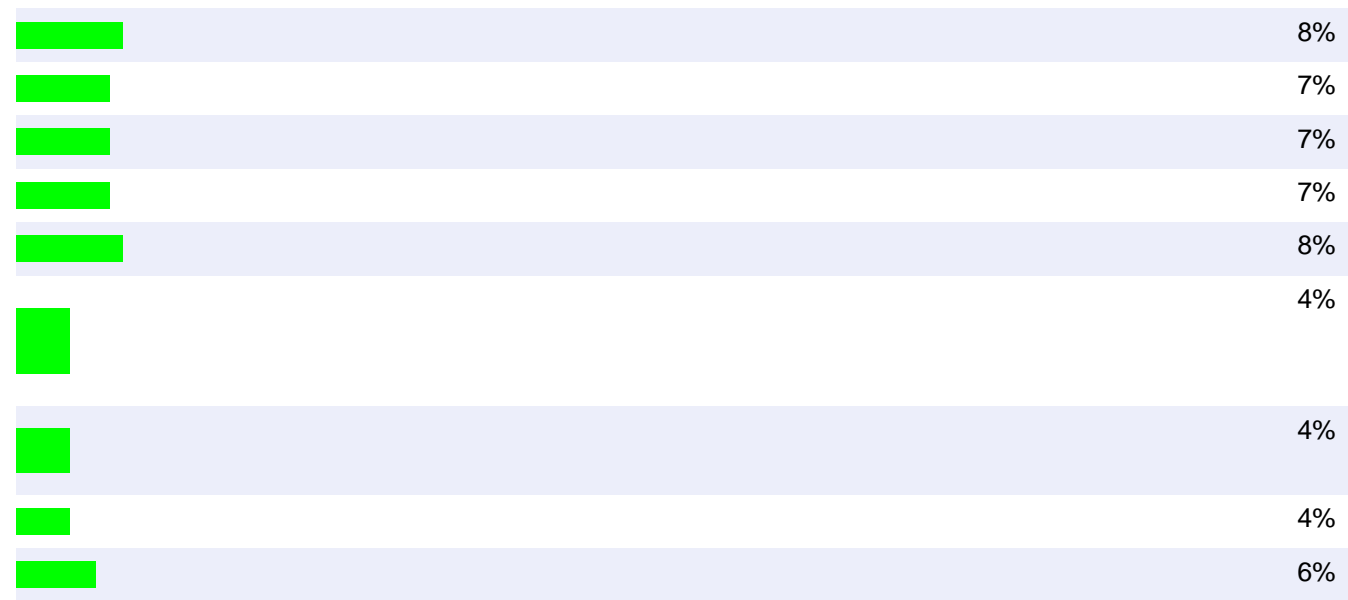
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

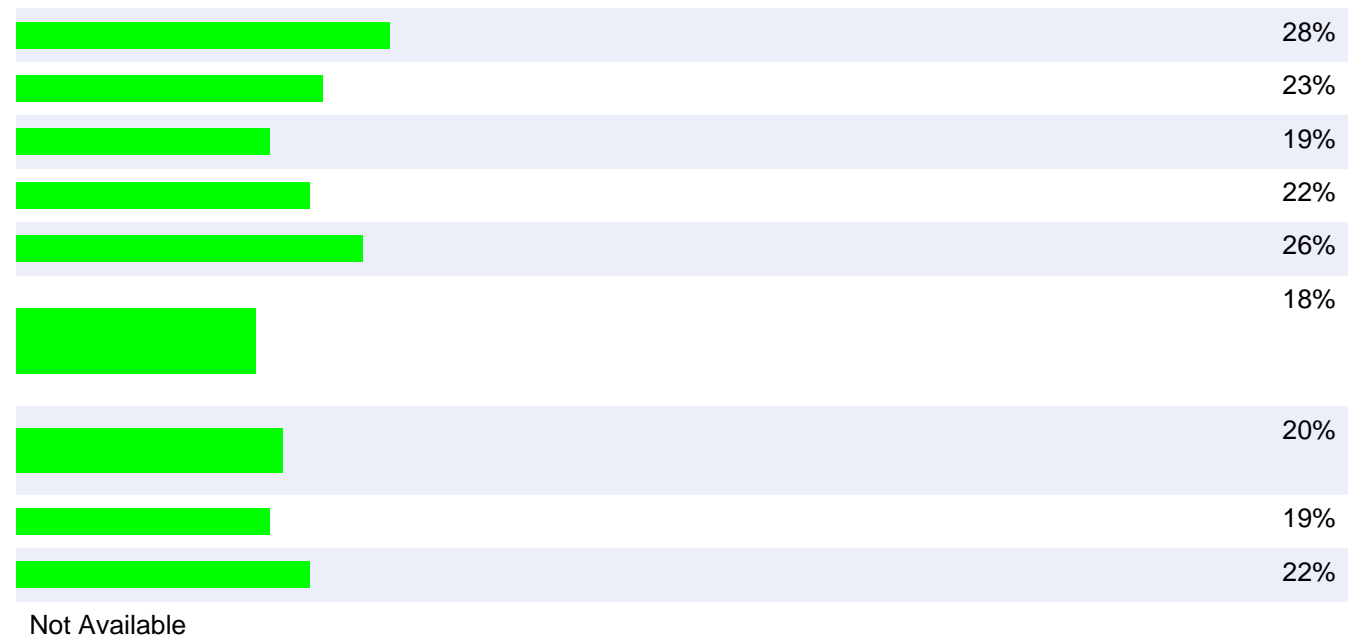
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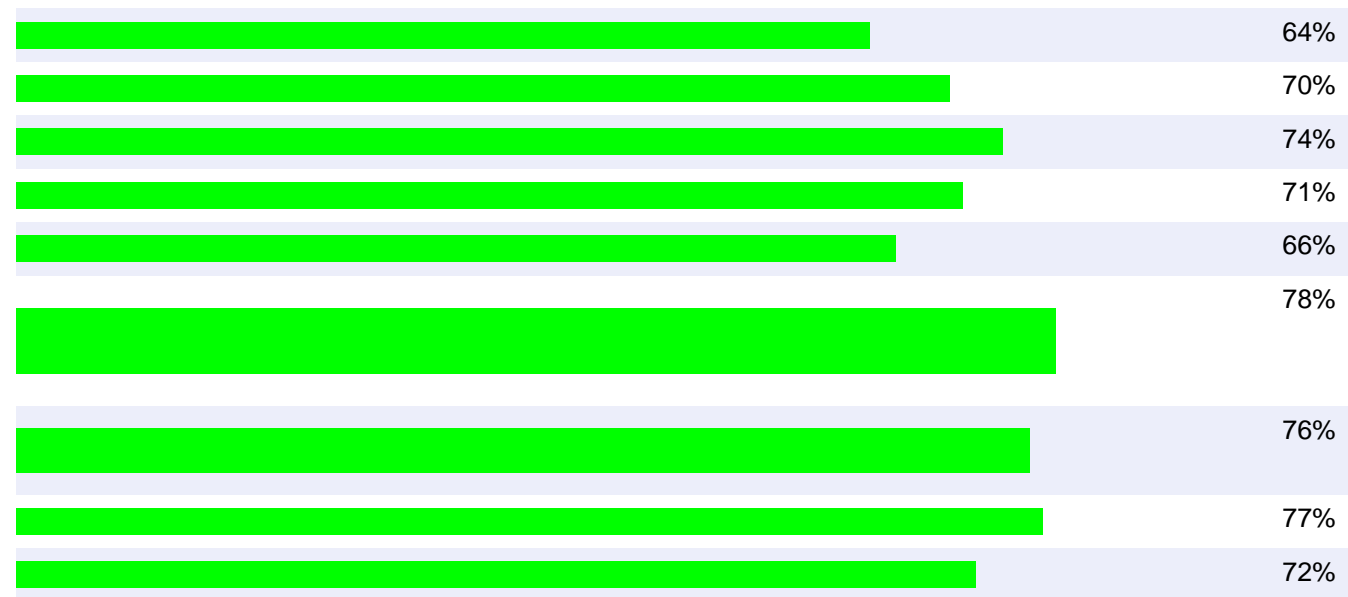
HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAPHS MAss

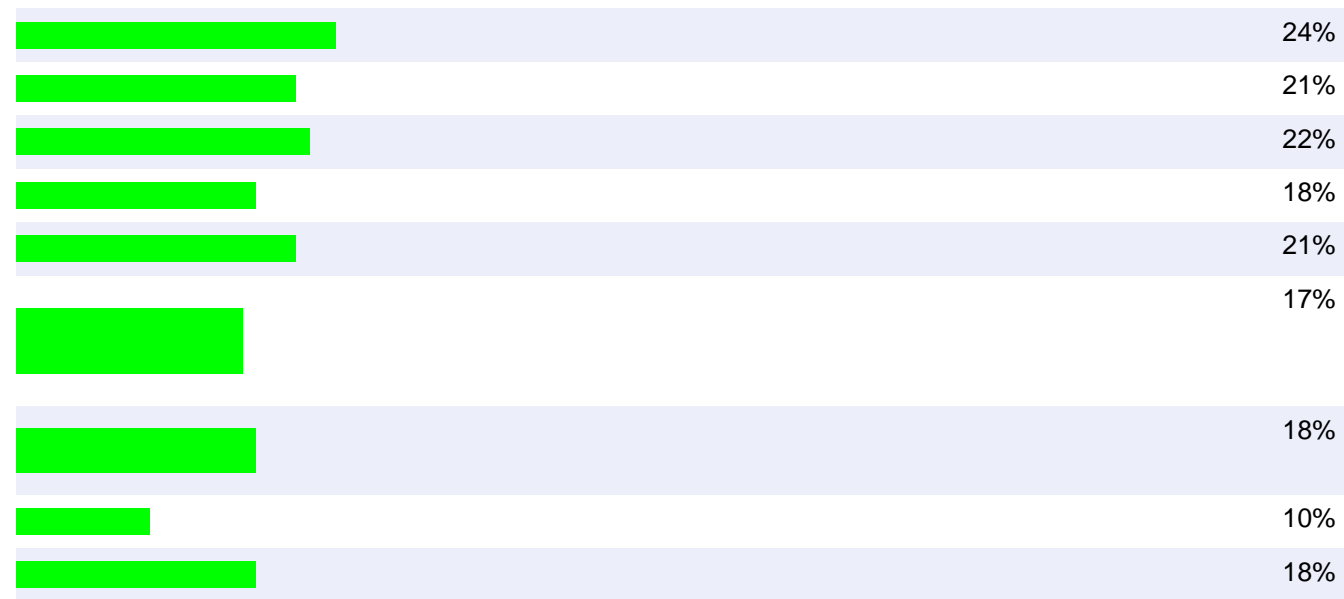
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HCAPHS MAss

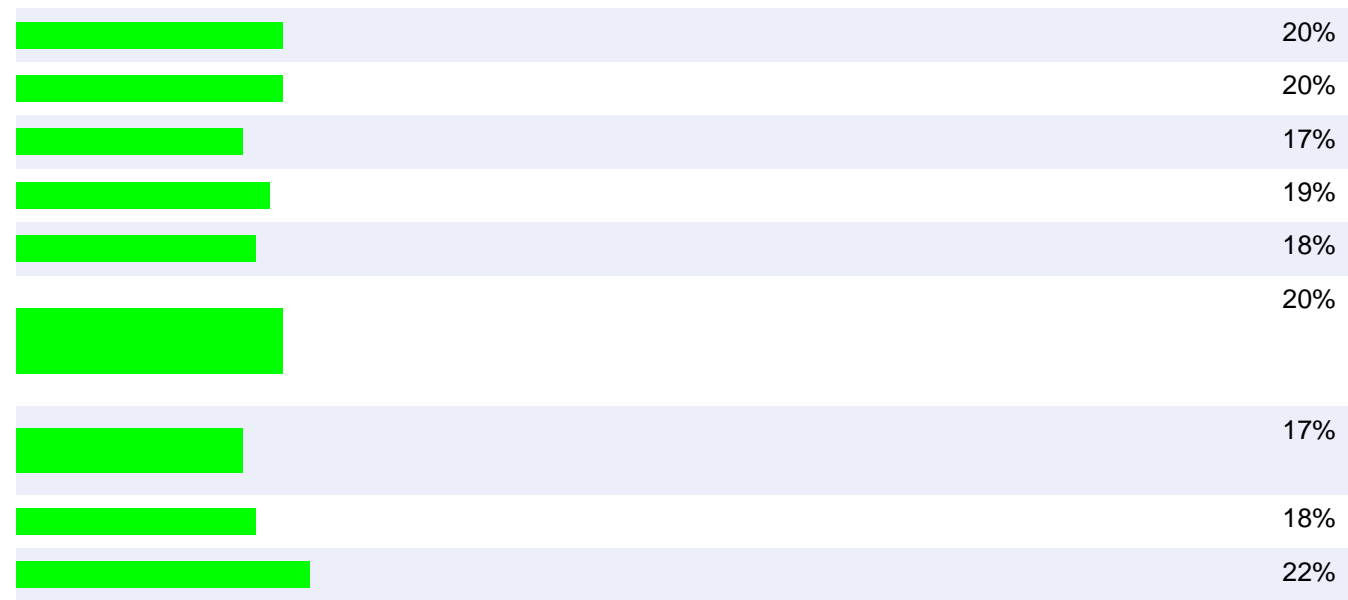
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Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

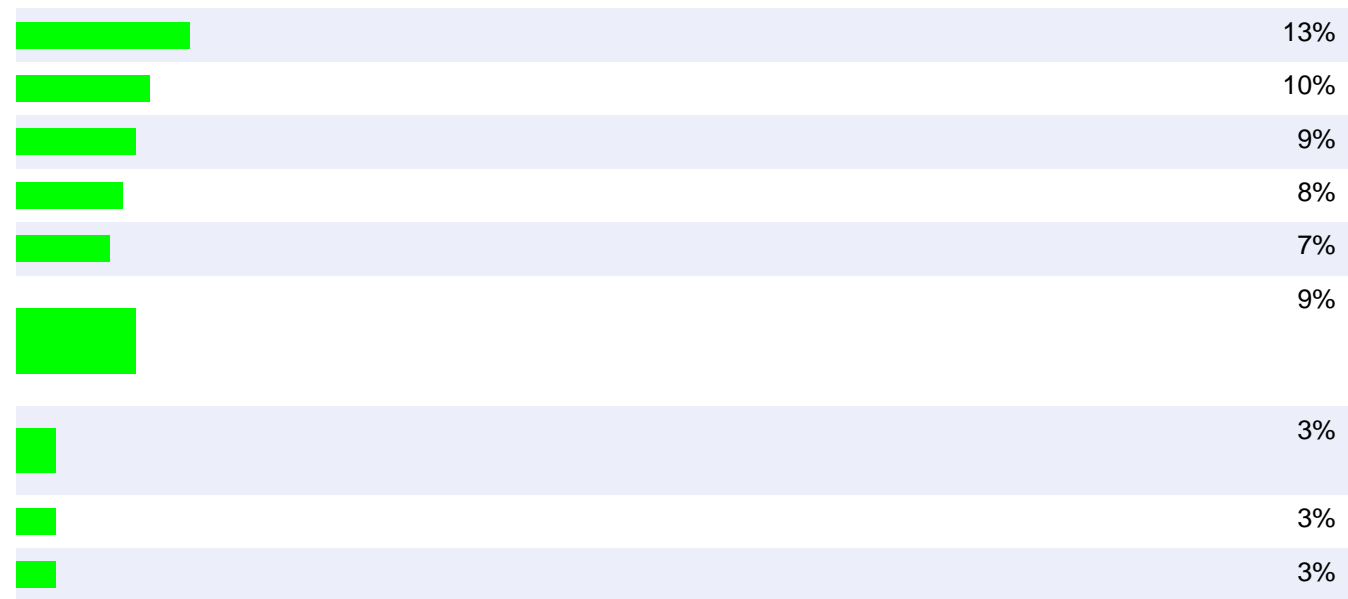
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HCAPHS MAss

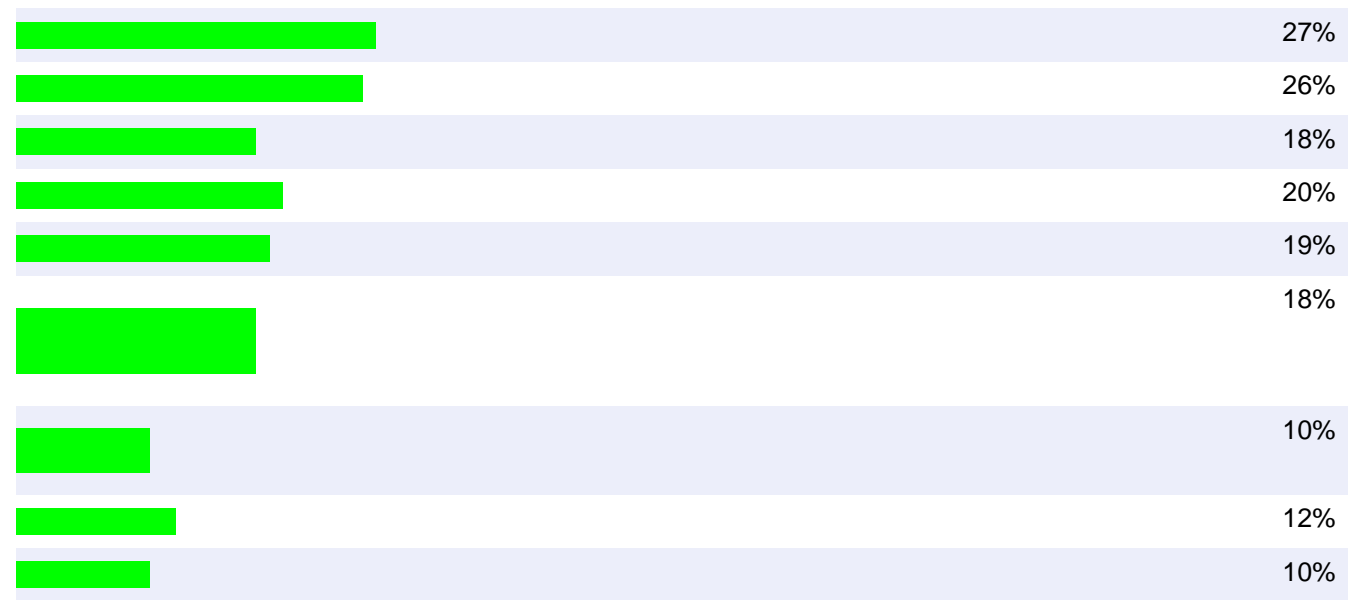
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Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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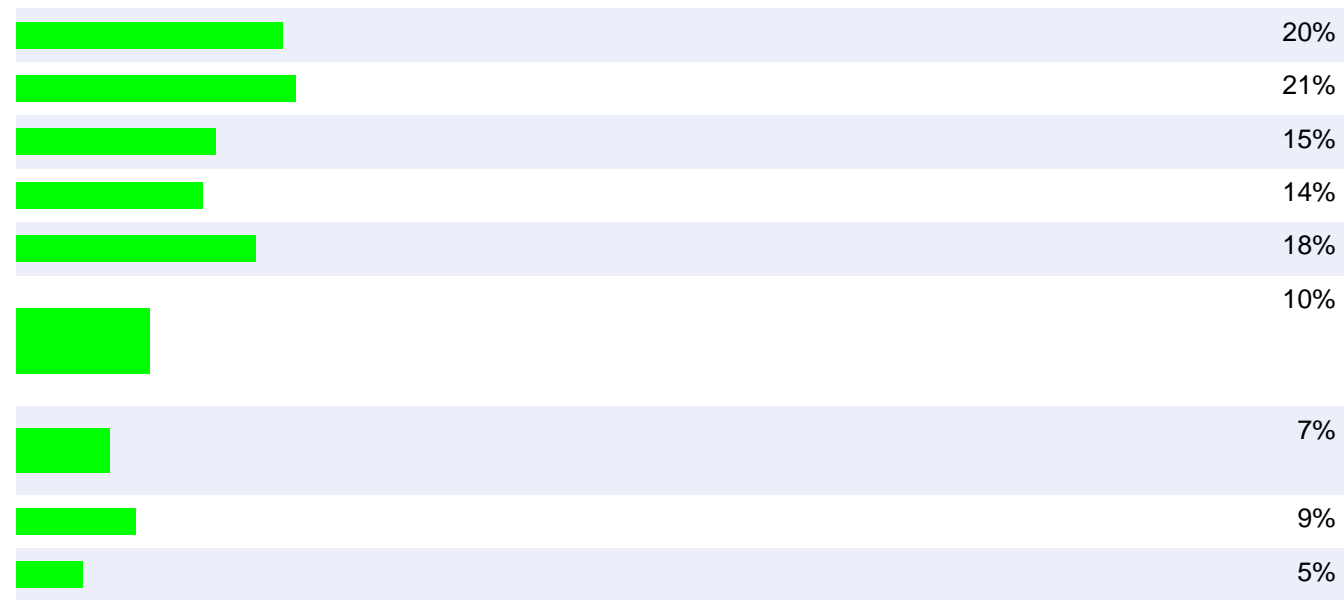
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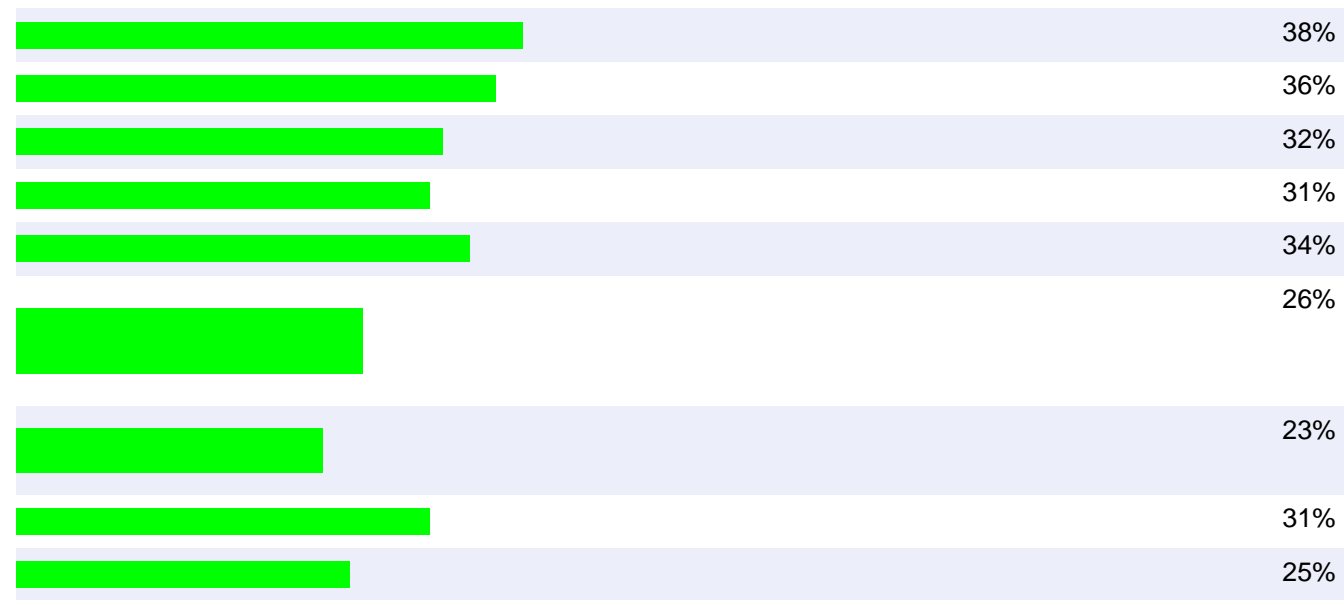
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

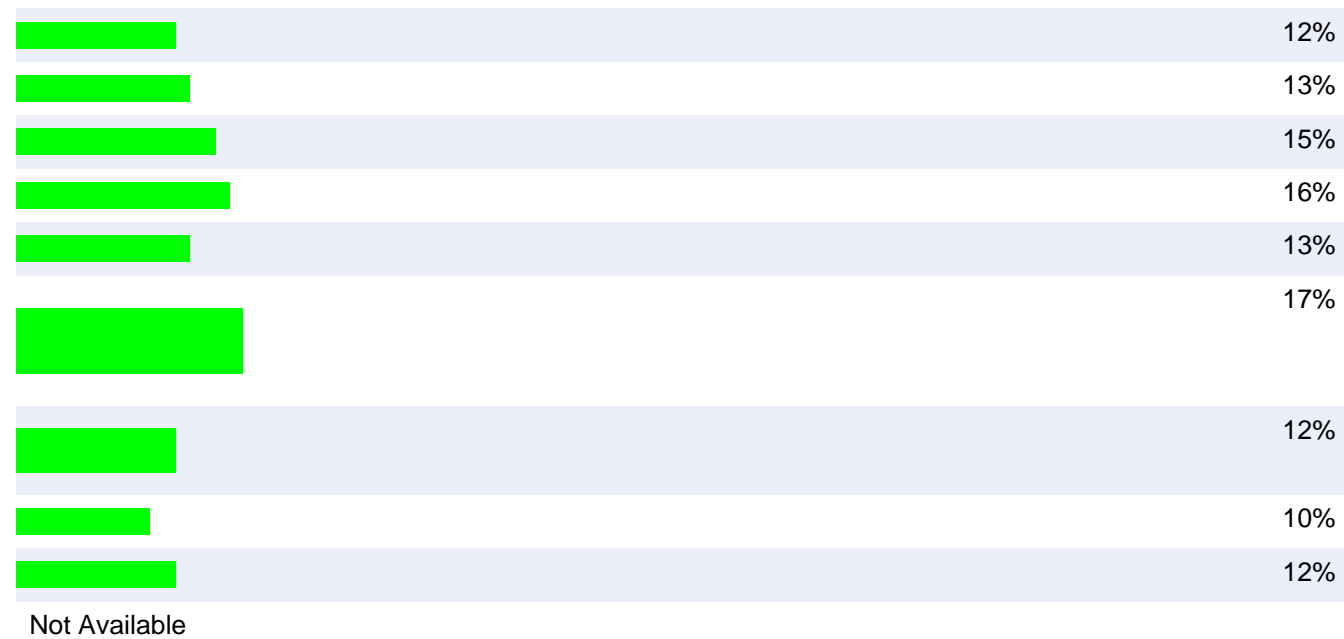
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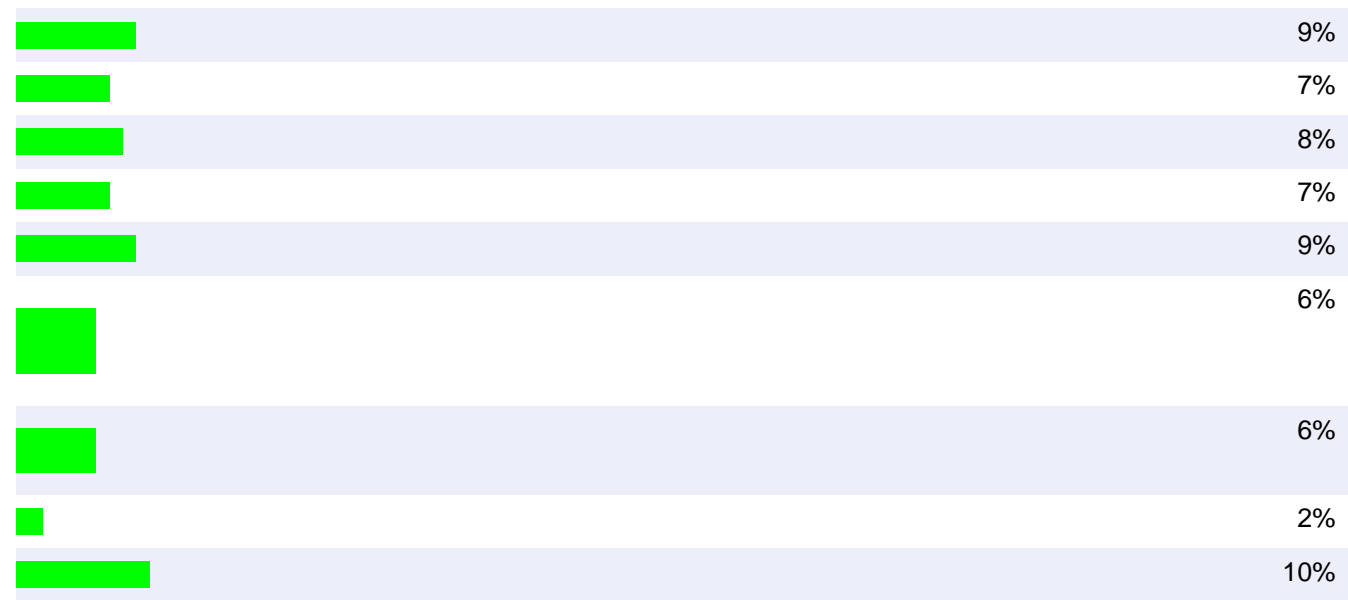
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HCAPHS MAss

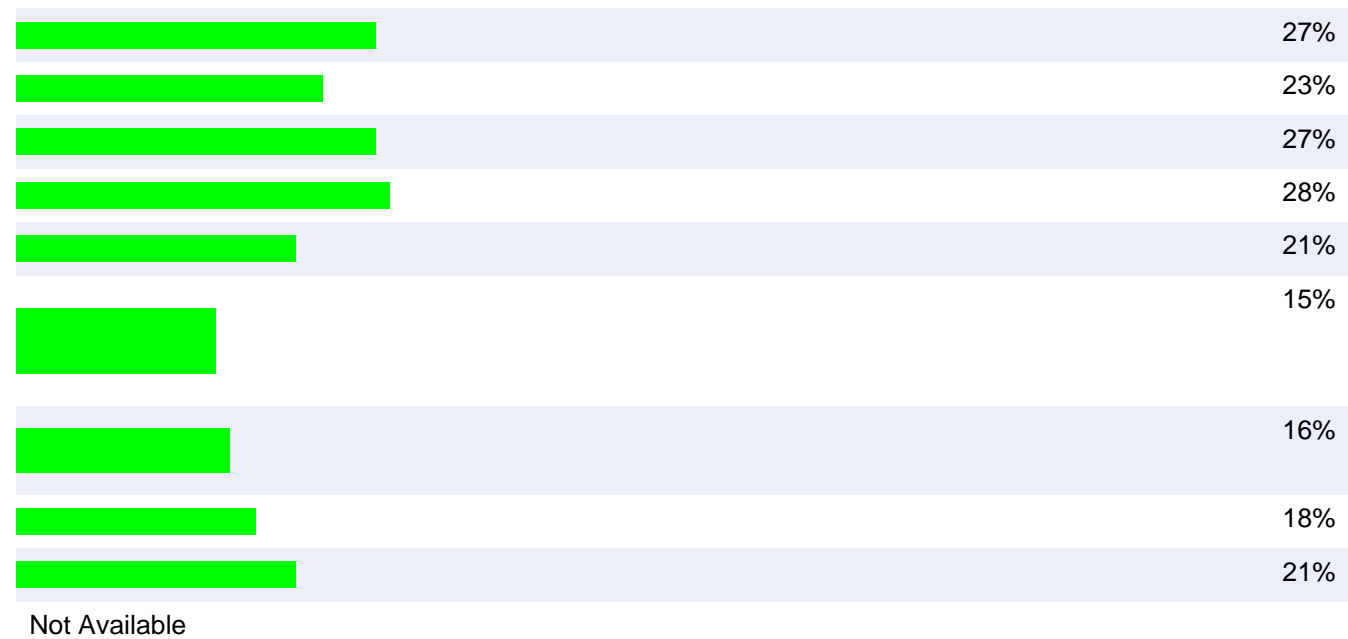
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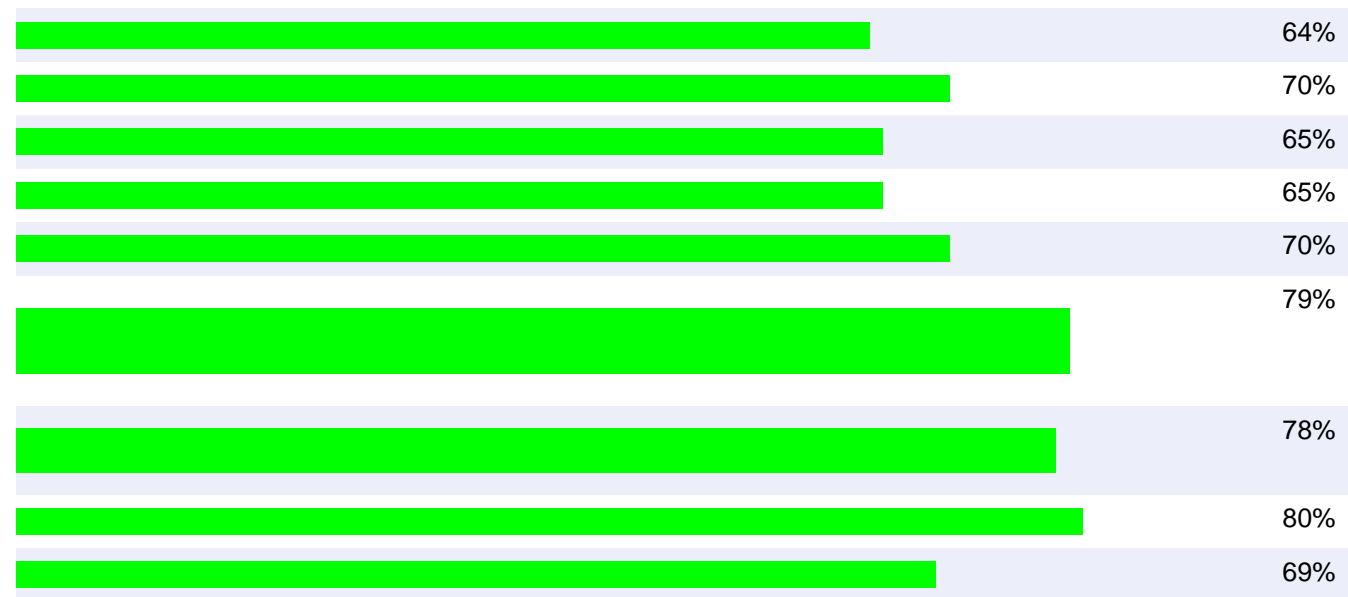
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAPHS MAss

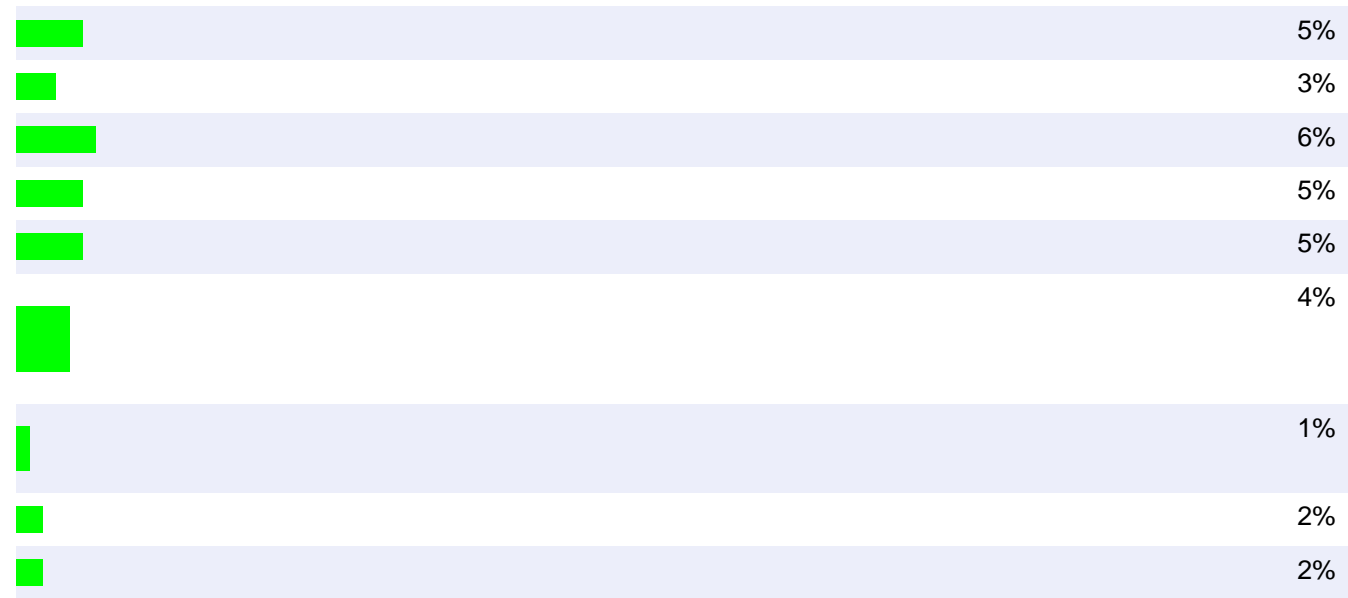
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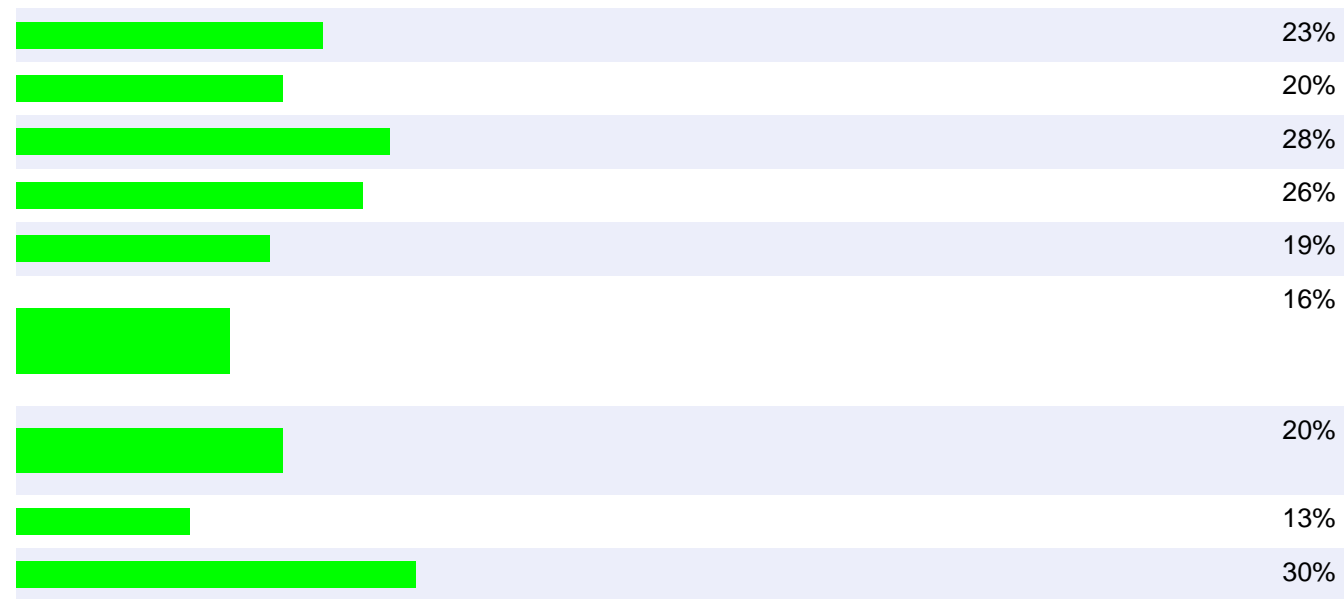
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

HCAPHS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

Fewer than 100

Between 100 and 299

300 or more

Between 100 and 299

Not Available

HCAHPS MAss

Based on Survey of Patients' Hospital Experiences (HCAHPS)

